



Transform your practice  
with SynergEyes  
Specialty Contact Lenses.



Astigmatism • Keratoconus • Presbyopia • Post-Surgical

# Specialty Contact Lens Catalog



SynergEyes delivers a broad portfolio of proven specialty lenses with a user-friendly, topography-based fitting system<sup>1</sup> to meet your practice needs



Astigmatism • Keratoconus • Presbyopia • Post-Surgical

## SynergEyes Delivers:

- **Broad Portfolio of Products**  
Hybrid, scleral and corneal GP lenses that meet the visual needs of all your specialty patients
- **Tangible™ Hydra-PEG**  
Lubricious breakthrough polymer coating designed to solve the problem of contact lens discomfort<sup>2</sup>
- **Rx Fitting Resource**  
Fitting software compatible with more than 20 topographers, utilized in thousands of practices worldwide
- **Advanced Technical Support**  
Ten NCLE-certified consultants and NCLE-trained sales team support a complete continuum of specialty products and technology



1. Scleral, GP and Rx Fitting Resource available in US only.  
2. Tangible™ Science



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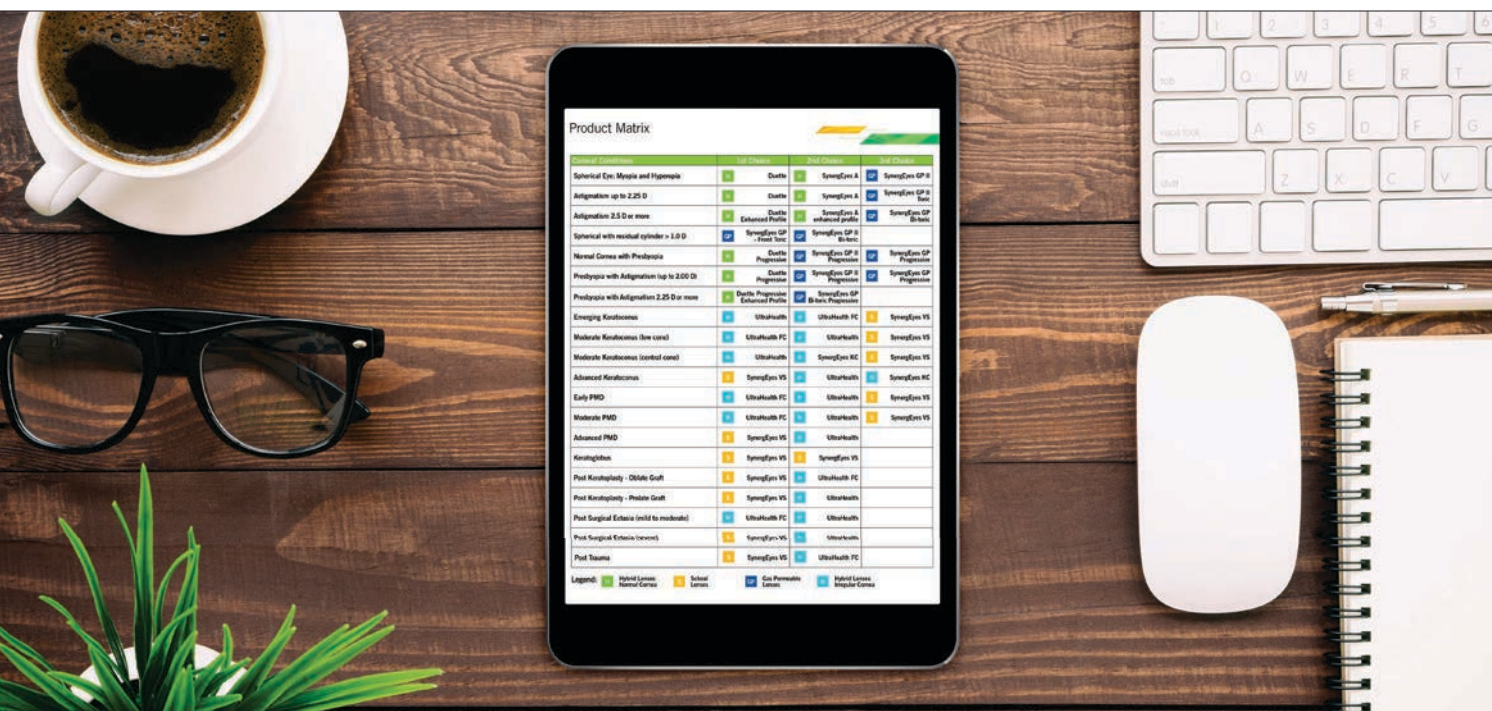
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# Broad Portfolio of Proven Products Support the Specialty Contact Lens Continuum

SynergEyes has a complete range of advanced-technology contact lens products to meet the needs of your specialty contact lens patients. Offered exclusively to independent eye care professionals, SynergEyes provides proprietary hybrid lenses for astigmatism, presbyopia and irregular cornea conditions as well as a full range of high-quality custom gas permeable lenses, including the new SynergEyes VS scleral lens. Differentiate your practice and increase profitability by offering SynergEyes contact lens products.

## Practitioner-Centric Technology

SynergEyes has a suite of technology and services designed to provide an outstanding customer experience. The SynergEyes Product Matrix (page 13) outlines product offerings based on the continuum of corneal conditions. Practitioners can move patients between hybrid, scleral and corneal gas permeable products during the fitting process without incurring exchange or cancellation fees.



**The Rx Fitting Resource\*** is a proven and user-friendly topography-based fitting system to complement the expanding specialty lens portfolio. It is compatible with more than twenty topographers and utilized in thousands of practices worldwide. Using up to 15,000 data points (depending on the topographer used), the system combines central topography measurements with exam data to recommend lens parameters for an initial lens or a diagnostic lens depending on the product. In addition, the eye care professional can make lens parameter changes and view resulting simulated fluorescein patterns. The information may be shared live with the SynergEyes team to enhance technical consultation.



# Specialty Team Supports Technical Excellence


SynergEyes is dedicated to providing a technically-advanced specialty contact lens team to help you improve patient outcomes. The sales team is National Contact Lens Examiners (NCLE) trained and is supported by ten NCLE-certified technical consultants with over two hundred years of specialty contact lens experience.

The technical team provides multiple ways to assist the practitioner in selecting the best lenses for the patient. These methods are available:

- Call in your order to the SynergEyes team following the patient examination.
- Call Consultation for assistance in selecting or troubleshooting lenses.
- Schedule a virtual consultation session and have a specialist available when the patient is in the chair.
- Connect the Rx Fitting Resource System to your topographer for assistance in lens selection.



Experienced Technical Consultants are available on your schedule, to help make the prescribing process smooth and seamless.



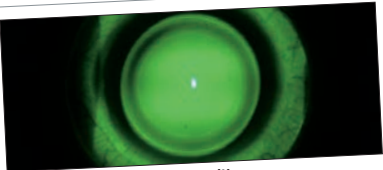
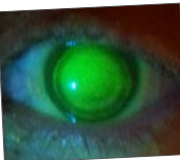

## Specialty Contact Lenses

A picture is worth a thousand words.  
Use the "Virtual Consultation Program" to increase your success and confidence in prescribing SynergEyes Contact Lenses.

**Step 1** Schedule a Live "Virtual" Consultation Session

**Step 2** Capture live images on your smartphone or tablet to share during your Virtual Consultation Session

**Step 3** Achieve an Ideal Fit



### Technical Consultation:

Phone: 877.733.2012 option 2

Email: [consultation@synergeyes.com](mailto:consultation@synergeyes.com)

Virtual consultation by appointment  
– via text, smartphone or tablet

### Hours:

Monday-Friday: 9:00AM to 8:00PM (EST)

### Ordering is convenient:

Online: [synergeyes.com/professional](http://synergeyes.com/professional)

Phone: 877.733.2012 option 1

Email: [orders@synergeyes.com](mailto:orders@synergeyes.com)

Fax: 877.329.2012

### Outside United States:

Customer Service: 760.476.9410 Option 1

Consultation: 760.476.9410 Option 2

Email Orders: [intorders@synergeyes.com](mailto:intorders@synergeyes.com)

# Hybrid Astigmatism

**Duette**  
CONTACT LENSES

with  
**tangible**<sup>™</sup>  
HYDRA-PEG

The unique advanced-technology Duette hybrid contact lens is ideal for patients with astigmatism, especially those who have experienced discomfort with GP lenses or frustration with fluctuating soft toric vision. Duette provides the optimal, clear vision of a GP lens, with soft lens comfort.

The hybrid design eliminates rotation issues experienced with soft toric lenses, while providing stable centration for excellent visual acuity. SoftCushion<sup>®</sup> Comfort Technology enhances tear exchange and lens movement.

Fitting Duette is straightforward; lenses may be fit empirically with Ks and Rx, without the need for diagnostic sets or fluorescein. The Rx Fitting Resource or the Duette Empirical Calculator ([www.DuetteCalculator.com](http://www.DuetteCalculator.com)) can be used to help select the initial lens.

## Lens Benefits

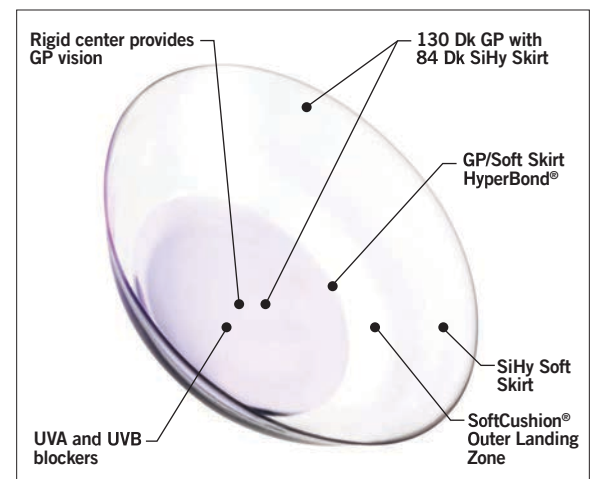
- High performance vision for astigmats
- Uncompromised GP optics
- SoftCushion<sup>®</sup> Comfort Technology
- Hybrid platform offers centration and stability
- Vision is not affected by lens rotation<sup>1</sup>
- Excellent ocular health: 130-Dk GP center; 84-Dk silicone hydrogel soft skirt
- UVA and UVB blocker for sun protection
- Straightforward empirical fitting

## Design

- Dual aspheric gas permeable center delivers exceptional vision
- Patented HyperBond<sup>®</sup> junction secures GP center and soft skirt
- SoftCushion<sup>®</sup> Outer Landing Zone cushions for increased comfort
- Tangible Hydra-PEG coating provides increased lubricity<sup>2</sup>
- Enhanced Profile (center thickness) option available

## Tangible Hydra-PEG

Tangible Hydra-PEG is a breakthrough polymer coating designed to solve the problem of contact lens discomfort. The coating technology creates an extremely wettable contact lens surface, with increased surface water retention due to the 90% water content of the PEG-based polymer<sup>2</sup>. The lubricious Tangible Hydra-PEG coating is now available as an option on Duette and Duette Progressive hybrid contact lenses.



## Parameters

Skirt Curves	Base Curves	Lens Powers	Diameter	Materials	Enhanced Profile
8.7 Flat2, 8.4 Flat, 8.1 Medium	7.1 to 8.3 in 0.1 mm steps	+10.00 to -15.00 D +8.00 to -8.00 D in 0.25 D steps +8.50 to +10.00 D in 0.50 D steps -8.50 to -15.00 D in 0.50 D steps	14.5 mm	84 Dk SiHy skirt, 130 Dk GP center Class II UVA / UVB Blocker	Center Thickness option available



## Parameters

Skirt Curves	Base Curves	Lens Powers	Materials	Add Power (for SynergEyes MF)
1.0 and 1.3 flatter than base	7.0 to 8.2 in 0.1 mm steps	+20.00 to -20.00D	Hema skirt, 100 Dk GP center	+0.75 D +1.25 D +1.75 D +2.25 D

Hybrid lenses are for daily wear. Recommended replacement at 6 months.

# Hybrid Presbyopia

**Duette**  
PROGRESSIVE  
CONTACT LENSES

with  
**tangible**<sup>™</sup>  
HYDRA-PEG



Duette Progressive provides the optimal, clear vision of a GP lens, with soft lens comfort. Providing a seamless progression of power from near to distance, a choice of three add powers gives each patient a personalized solution for their vision needs.

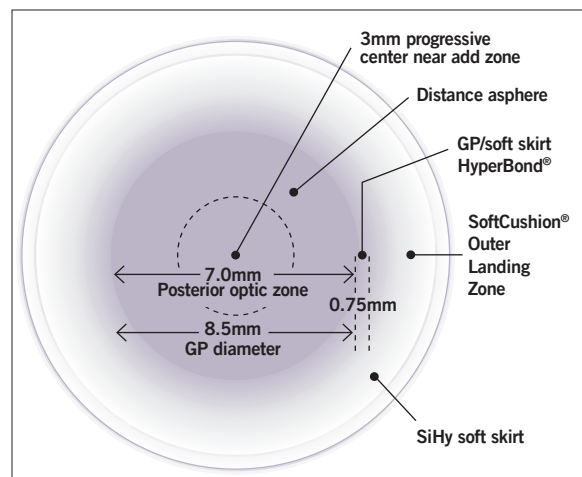
Fitting Duette Progressive is straightforward; lenses may be fit empirically with Ks, Rx and add power without the need for diagnostic sets or fluorescein. The Rx Fitting Resource or the Duette Empirical Calculator ([www.DuetteCalculator.com](http://www.DuetteCalculator.com)) can be used to help select the initial lens.

## Lens Benefits

- High performance vision for astigmatic presbyopes
- Uncompromised GP optics provide a seamless progression of power from near to distance; available in three add powers
- SoftCushion® Comfort Technology
- Hybrid platform offers centration and stability
- Vision is not affected by lens rotation<sup>1</sup>
- Excellent ocular health: 130-Dk GP center; 84-Dk silicone hydrogel soft skirt
- UVA and UVB blocker for sun protection
- Straightforward empirical fitting

## Design

- Dual aspheric gas permeable center delivers exceptional vision
- Three add powers are available: +1.00, +1.75 and +2.50 D
- Patented HyperBond® junction secures GP center and soft skirt
- SoftCushion® Outer Landing Zone cushions for increased comfort
- Tangible Hydra-PEG coating provides increased lubricity<sup>2</sup>
- Enhanced Profile (center thickness) option also available



## Parameters

Skirt Curves	Base Curves	Lens Powers	Diameter	Materials	Enhanced Profile	Add Zone Size	Add Powers
8.7 Flat2, 8.4 Flat, 8.1 Medium	7.1 to 8.3 in 0.1 mm steps	+5.50 to -10.00 D +5.50 to -8.00 D in 0.25 D steps -8.50 to -10.00 D in 0.50 D steps	14.5mm	84 Dk SiHy skirt, 130 Dk GP center Class II UVA / UVB Blocker	Center Thickness option available	3.0 mm	+1.00 D +1.75 D +2.50 D

**Duette**<sup>™</sup>  
MULTIFOCAL  
CONTACT LENSES



## Parameters

Skirt Curves	Base Curves	Lens Powers	Diameter	Add Zone Size	Add Power	Materials
8.7 Flat2, 8.4 Flat, 8.1 Medium, 7.9 Steep	7.1 to 8.3 in 0.2 mm steps	+5.50 to -10.00 D	14.5 mm	Small, Large	Single Progressive Add Zone	84 Dk SiHy skirt, 130 Dk GP center Class II UVA / UVB Blocker

## Parameters

SynergEyes Multifocal available.  
See SynergEyes A parameters on page 6.

Hybrid lenses are for daily wear.  
Recommended replacement at 6 months.

1. GP optics negates corneal astigmatism; rotation of lens inconsequential  
2. Tangible™ Science

# Hybrid Irregular Cornea

**ULTRAHEALTH**  
CONTACT LENSES

with  
**tangible™**  
HYDRA-PEG

The advanced-technology, 2nd generation UltraHealth hybrid contact lens is indicated for patients with keratoconus, as well as many other irregular corneas. With a 14.5 mm total diameter and an 8.5 mm gas permeable center, UltraHealth is designed to vault the corneal ectasia, providing excellent GP vision along with great centration and comfort provided by the soft skirt. Thousands of eye care professionals have experienced more straightforward fitting and greater lens stability with better centration and comfort from this most advanced hybrid lens.

A diagnostic fitting set can be used to determine the appropriate initial lens order. The Rx Fitting Resource can be used to determine a “starting” diagnostic lens when fitting from the diagnostic set.

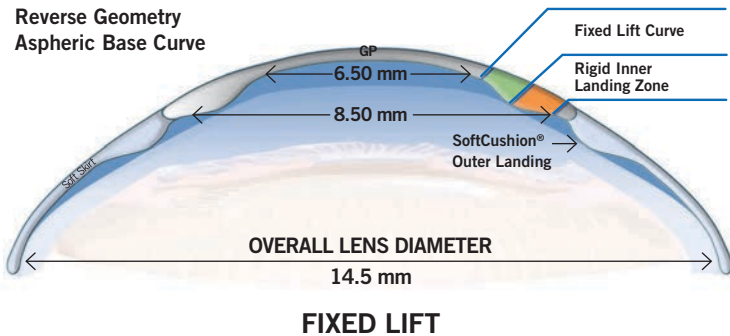
## Lens Benefits

- Proven hybrid platform offers vision, comfort, centration and lens stability for irregular cornea patients
- New fitters rate UltraHealth “much more straightforward” to fit than other irregular cornea lenses<sup>1</sup>
- Patients experience vision “one or two lines better than their previous modality.”<sup>2</sup>
- Patients were “happy or very happy with the visual outcome”<sup>3</sup>
- Excellent ocular health: 130-Dk GP center; 84-Dk silicone hydrogel soft skirt
- UVA and UVB blocker for sun protection

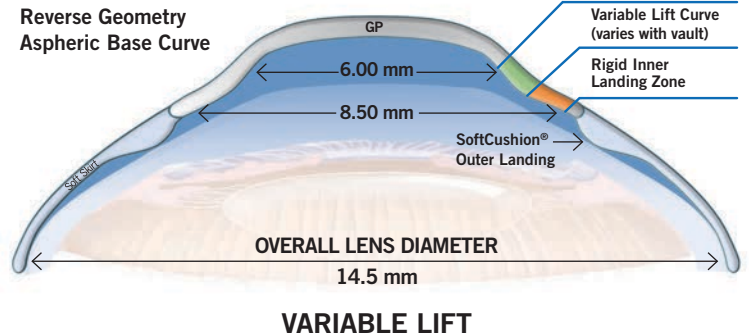
## Design

- Aspheric, reverse geometry vaulted lens design for clear GP vision
- Patented HyperBond® junction secures GP center and soft skirt
- SoftCushion® Outer Landing Zone cushions for increased comfort
- UVA and UVB blockers to protect the eye from harmful rays

### UltraHealth Lens Design Vaults 50µ-250µ



### UltraHealth Lens Design Vaults 300µ-550µ



## Parameters

Skirt Curves	Base Curves	Lens Powers	Materials
50-250µ: 8.7 Flat2, 8.4 Flat, 8.1 Med, 7.9 Steep 300-550µ: 8.4 Flat, 8.1 Med, 7.9 Steep	50 to 550 in 50µ steps	+10.00 to -20.00 D +2.50 to +10.00 D in 0.50 D steps +2.00 to -8.00 D in 0.25 D steps -8.50 to -20.00 in 0.50 D steps	84 Dk SiHy skirt, 130 Dk GP center, Class II UVA / UVB Blocker

## ClearKone®

hybrid contact lenses for keratoconus

## Parameters

Vault Values	Skirt Curves	Lens Powers	Materials
50 to 650 in 50µ steps	Flat, Medium, Steep, Steep2	+10.00 to -20.00 D	Hema skirt, 100 Dk GP center

Hybrid lenses are for daily wear.  
Recommended replacement at 6 months.



# Hybrid Irregular Cornea

**ULTRAHEALTH** FC  
CONTACT LENSES

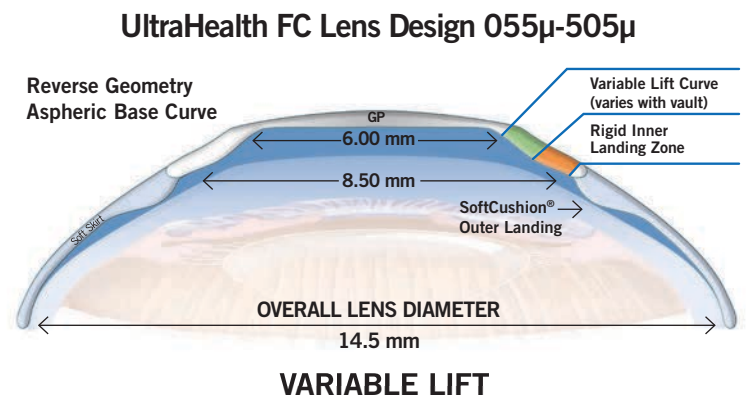
with **tangible**™  
HYDRA-PEG

The UltraHealth FC hybrid contact lens is an extension of the UltraHealth product line. It is indicated for eyes with refractive errors resulting from corneal surgery or trauma including hyperopia, myopia, astigmatism and irregular astigmatism. The design of the lens works well with oblate corneas or corneas that may need more peripheral lift.

A diagnostic fitting set can be used to determine the appropriate initial lens order. The Rx Fitting Resource can be used to determine a “starting” diagnostic lens when fitting from the diagnostic set.

## Design

- Aspheric, reverse geometry vaulted lens design for clear GP vision
- Includes flatter base curves than standard UltraHealth
- Patented HyperBond® junction secures GP center and soft skirt
- SoftCushion® Outer Landing Zone cushions for increased comfort
- UVA and UVB blockers to protect the eye from harmful rays



## Parameters

Skirt Curves	Base Curves	Lens Powers	Diameter	Materials
8.4 Flat, 8.1 Medium, 7.9 Steep	55 to 505 in 50μ steps	+10.00 D to -20.00 D +2.50 to +10.00 in 0.50 D steps +2.00 to -8.00 in 0.25 D steps -8.50 to -20.00 in 0.50 D steps	14.5 mm	84 Dk SiHy skirt, 130 Dk GP center, Class II UVA / UVB Blocker



## Parameters

Skirt Curves	Base Curves	Lens Powers	Materials
Flat, Medium, Steep	5.3 to 7.1 in 0.2 mm steps	+8.00 to -20.00 D in 0.50 D steps	Hema skirt, 100 Dk GP center



## Parameters

Skirt Curves	Base Curves	Lens Powers	LIFTS	Materials
8.3 mm or 8.6 mm	7.2 to 9.0 in 0.2 mm steps	+6.00 to -20.00 D	L1 Flat, L2 Medium, L3 Steep	Hema skirt, 100 Dk GP center

Hybrid lenses are for daily wear. Recommended replacement at 6 months.

# GP Lens Sphere / Toric / Multifocal



The SynergEyes GP lens design offers comfort, stable centration and optimum visual acuity. This lens design has been successfully prescribed by Eye Care Professionals across Europe for years.

The SynergEyes GP lens is integrated into the Rx Fitting Resource which combines central topography measurements with exam data to recommend lens parameters. In addition, the eye care professional can make lens parameter changes and instantly view resulting simulated fluorescein patterns.

Historically, toric GP lens fitting could be challenging. With the introduction of the Rx Fitting Resource, toric GP lenses can now be designed using topography measurements and exam data, providing well fitting lenses while eliminating the need for initial, time-consuming, diagnostic fitting.

## Lens Benefits

- Complete family of lenses with a wide range of parameters
- Good Vision
- Stable Centration
- Stable Platform Ideal for Multifocal Optics

## Design

**Back Surface:** The lens has a spherical optic zone and an aspheric / linear peripheral zone. The peripheral zone is based on the base curve radius (BCR) of an average eye. If the eye is more steep or flat, characterized by a lower or higher eccentricity value, the BCR can be adjusted accordingly.

**Front Surface:** The size of the front surface optic zone is determined by lens power allowing for a well-balanced thickness profile.

**The Toric designs are:**

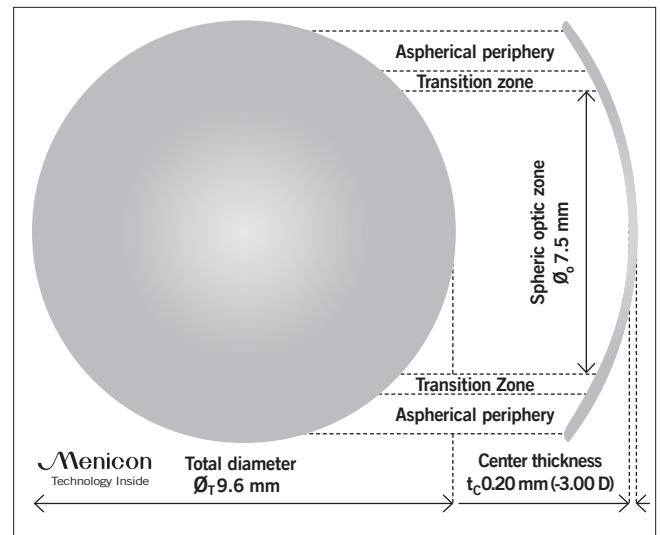
**GP Front Toric:** Lens designed to accommodate higher degrees of residual astigmatism

**SynergEyes GP Bitoric:** Ideal lens when a back toric design is needed for proper fit. Note: front surface optics are automatically adjusted to neutralize the cylinder induced from the back toric design.

**SynergEyes GP Bitoric Extra:** Ideal lens when a back toric design is needed for proper fit and additional front surface toricity is needed for residual astigmatism not corrected with GP Bitoric.

**Multifocal:** A center-distance progressive may be added to the SynergEyes GP lens. Add powers range from 1.00 to 3.00 D.

## SynergEyes GP Lens Design



## Parameters

Diameter	Power	Base Curves	Materials
9.1, 9.6 (standard), 10.1 mm	-25.00 to +25.00 D in 0.25 D steps	7.0 to 9.0 mm in 0.05 mm steps	Menicon Z or Contamac Optimum Comfort

Toric, Bitoric and Multifocal Parameters:		
Cylinder Power:	Front Toric Prism:	Add Power Availability
-0.75 to -3.00 D in 0.25 D steps	1 to 2.5 <sup>A</sup> @ 360 degrees	+1.00 to +3.00 D in 0.50 D steps (center distance)

Menicon Z is the first-choice material for the SynergEyes GP lens. It has extraordinary levels of oxygen permeability with a Dk of 163 and higher resistance to breakage and scratches, with excellent deposit resistance compared to other high and super Dk materials.<sup>1</sup> The lens is also available in Optimum Comfort from Contamac.

# GP Lens Sphere / Toric / Multifocal



The SynergEyes GP II lens is our most innovative gas permeable contact lens designed for daytime wear. This larger, 10.6 mm diameter lens has a unique tear reservoir that allows for increased mid-periphery tear exchange resulting in great comfort. A linear landing zone creates a gentle, comfortable lens edge. The GP II lens delivers excellent, stable centration and is ideal for patients seeking greater comfort with gas permeable lenses.

The SynergEyes GP II lens is integrated into the Rx Fitting Resource which combines central and peripheral topography measurements with exam data to recommend lens parameters. In addition, the eye care professional can make lens parameter changes and instantly view resulting simulated fluorescein patterns.

Historically, toric GP lens fitting could be challenging. With the introduction of the Rx Fitting Resource, toric GP lenses can now be designed using topography measurements and exam data, providing well fitting lenses while eliminating the need for initial, time-consuming, diagnostic fitting.



## Lens Benefits

- Complete family of lenses with a wide range of parameters
- Tear Reservoir Zone provides increased tear circulation
- Larger lens diameter provides more uniform pressure distribution with minimal edge awareness.
- Ease of adaptation due to decreased lens movement and lens edge awareness.
- High Oxygen Permeability from Menicon Z material

## Design

**Back Surface:** The central optic zone is surrounded by a uniquely designed tear reservoir zone. The peripheral portion of the lens aligns with the cornea creating a comfortable wearing experience. Toric designs have toricity in the central optic zone and the peripheral systems up to the linear landing zone while maintaining a linear peripheral system.

**Front Surface:** The front optic zone is determined by the lens power.

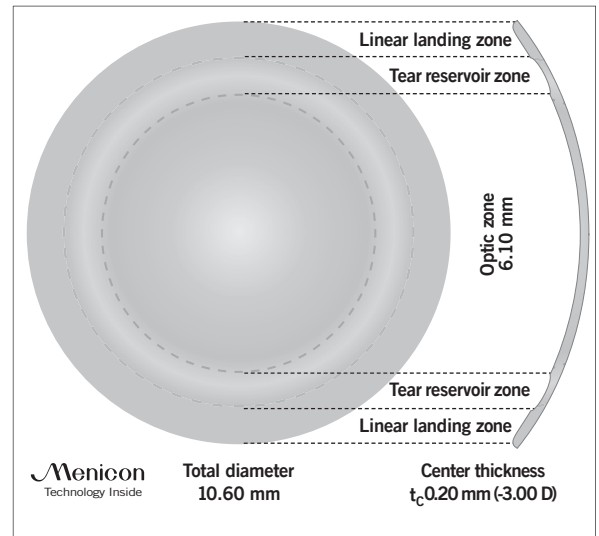
**Toric:** The GP II can be manufactured with two different bitoric designs, depending on the astigmatism.

**SynergEyes GP II Bitoric:** Ideal lens when a back toric design is needed for proper fit. Note: front surface optics are automatically adjusted to neutralize the cylinder induced from the back toric design.

**SynergEyes GP II Bitoric Extra:** Ideal lens when a back toric design is needed for proper fit and additional front surface toricity is needed for residual astigmatism not corrected with GP II Bitoric.

**SynergEyes GP II Multifocal:** A center-distance progressive may be added to the SynergEyes GP II lens. Add powers range from 1.00 D to 3.00 D.

## SynergEyes GP II Lens Design



## Parameters

Diameter	Power	Base Curves	Materials
10.20, 10.60 (standard), 11.00	-25.0 to +25.0 in 0.25 D steps	6.5 to 9.2 in 0.05 mm steps	Menicon Z, Contamac Optimum Comfort

Toric, Bitoric and Multifocal Parameters:	
Cylinder Power:	Add Power Availability
-0.75 to -3.00 D in 0.25 D steps	+1.00 to +3.00 D in 0.50 D steps (center distance)

Menicon Z is the first-choice material for the SynergEyes GP II lens. It has extraordinary levels of oxygen permeability with a Dk of 163 and higher resistance to breakage and scratches, with excellent deposit resistance compared to other high and super Dk materials. The lens is also available in Optimum Comfort from Contamac.

# Scleral Sphere / Toric



The SynergEyes VS lens is an innovative scleral lens with a distinctive bi-tangential periphery designed to accommodate a wide variety of corneal conditions. The lens completely vaults the cornea and limbus landing entirely on the sclera. The toric periphery of the lens may be precisely controlled in both the flat and steep meridians, aligning with the sclera for ease of landing and stability.

The lens was designed by acclaimed scleral lens authorities at Visser Contact Lens, in association with NKL Contactlenzen, a Menicon subsidiary, in the Netherlands. The lens has been successfully prescribed to thousands of irregular cornea contact lens patients in 24 Visser Contact Lens Eye Clinics in Europe.

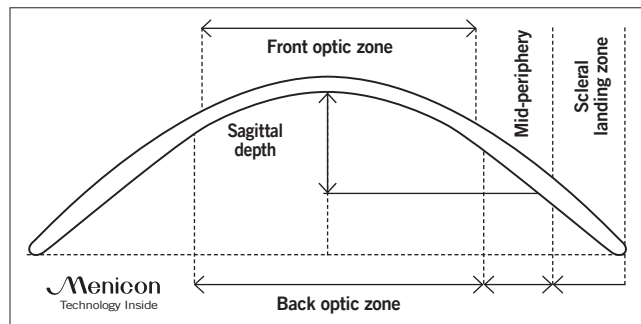
The SynergEyes VS scleral lens is integrated into the Rx Fitting Resource. This system combines topographical information with exam data to recommend the initial trial lens from the 16 lens diagnostic set.

## Lens Benefits

- Innovative lens designed by the leading European authority on scleral lenses
- Two adjustable landing zones 90° apart accommodate the toric sclera and improve centration
- Linear landing zones designed to mirror the shape of the sclera
- Straightforward fitting method addresses majority of corneal irregularities and scleral shape
- High Oxygen Permeability from Menicon Z material combines with excellent deposit resistance compared to other high or hyper Dk materials.<sup>1</sup>
- Lens incorporated into Rx Fitting Resource to streamline fitting.

## Design

- The SynergEyes VS scleral lens vaults the entire cornea and limbus and lands on the sclera.
- This non-rotationally symmetrical lens design incorporates two key innovations to maximize comfort and optimize lens performance:
  - Linear landing zones
  - Landing zones with bi-tangential toricity
- The linear landing zones are designed to follow the linear (rather than curved) shape of the sclera, accommodating a toric sclera, which is present in 95% of cases. The adjustable angles of the flat and steep meridians of the scleral landing zone (SLZ) aim to distribute the lens pressure more equally over the sclera and improve the scleral lens fit with less risk of air bubble formation or blanching of the conjunctival scleral vessels.
- The toric landing zones are designed to provide consistent stabilization allowing for a front-surface cylinder, which can greatly improve vision in patients with residual astigmatism.



## Parameters

Sagittal Depth	Flat and Steep Meridian SLZ	Base Curves	Diameter	Power	Materials	Front Toric Parameters:	
						Axis	Cylinder Power
3000 to 4600 $\mu\text{m}$ in 100 $\mu\text{m}$ steps	Both meridians available 28 to 50 in steps of 2	7.4 to 9.2 mm in 0.2 mm steps	14.0 to 17.5 mm in 0.5 mm steps	-25.00 to +25.00 D in 0.25 D steps	Menicon Z and Contamac Optimum Extreme	0° to 180° in 1° steps	-0.75 to -3.00 D in 0.25 D steps

Menicon Z is the first-choice material for the SynergEyes VS lens. It has extraordinary levels of oxygen permeability with a Dk of 163 and higher resistance to breakage and scratches, with excellent deposit resistance compared to other high and super Dk materials.<sup>1</sup> The lens is also available in Optimum Extreme from Contamac.

# Product Matrix



Corneal Conditions	1st Choice	2nd Choice	3rd Choice
Spherical Eye: Myopia and Hyperopia	<b>H</b> Duette	<b>H</b> SynergEyes A	<b>GP</b> SynergEyes GP II
Astigmatism up to 2.25 D	<b>H</b> Duette	<b>H</b> SynergEyes A	<b>GP</b> SynergEyes GP II Bitoric
Astigmatism 2.5 D or more	<b>H</b> Duette Enhanced Profile	<b>H</b> SynergEyes A Enhanced Profile	<b>GP</b> SynergEyes GP Bitoric
Spherical with residual cylinder > 1.0 D	<b>GP</b> SynergEyes GP Front Toric	<b>GP</b> SynergEyes GP II Bitoric	
Normal Cornea with Presbyopia	<b>H</b> Duette Progressive	<b>GP</b> SynergEyes GP II Progressive	<b>GP</b> SynergEyes GP Progressive
Presbyopia with Astigmatism up to 2.00 D	<b>H</b> Duette Progressive	<b>GP</b> SynergEyes GP II Progressive	<b>GP</b> SynergEyes GP Progressive
Presbyopia with Astigmatism 2.25 D or more	<b>H</b> Duette Progressive Enhanced Profile	<b>GP</b> SynergEyes GP Bitoric Progressive	
Emerging Keratoconus	<b>H</b> UltraHealth	<b>H</b> UltraHealth FC	<b>S</b> SynergEyes VS
Moderate Keratoconus (low cone)	<b>H</b> UltraHealth FC	<b>H</b> UltraHealth	<b>S</b> SynergEyes VS
Moderate Keratoconus (central cone)	<b>H</b> UltraHealth	<b>H</b> SynergEyes KC	<b>S</b> SynergEyes VS
Advanced Keratoconus	<b>S</b> SynergEyes VS	<b>H</b> UltraHealth	<b>H</b> SynergEyes KC
Early Pellucid Marginal Degeneration	<b>H</b> UltraHealth FC	<b>H</b> UltraHealth	<b>S</b> SynergEyes VS
Moderate Pellucid Marginal Degeneration	<b>H</b> UltraHealth FC	<b>H</b> UltraHealth	<b>S</b> SynergEyes VS
Advanced Pellucid Marginal Degeneration	<b>S</b> SynergEyes VS	<b>H</b> UltraHealth	
Keratoglobus	<b>S</b> SynergEyes VS	<b>S</b> SynergEyes VS	
Post Keratoplasty - Oblate Graft	<b>S</b> SynergEyes VS	<b>H</b> UltraHealth FC	
Post Keratoplasty - Prolate Graft	<b>S</b> SynergEyes VS	<b>H</b> UltraHealth	
Post Surgical Ectasia (mild to moderate)	<b>H</b> UltraHealth FC	<b>H</b> UltraHealth	
Post Surgical Ectasia (severe)	<b>S</b> SynergEyes VS	<b>H</b> UltraHealth	
Post Trauma	<b>S</b> SynergEyes VS	<b>H</b> UltraHealth FC	

**Legend:** **H** Hybrid Lenses Normal Cornea    **S** Scleral Lenses\*    **GP** Corneal Gas Permeable Lenses\*    **H** Hybrid Lenses Irregular Cornea

\*Gas Permeable Lenses available in US only.

# Policies

## Exchanges

### *Flexible Lens Fit Program*

We want you and your patients to be thrilled with SynergEyes lenses, and we are confident that you will find prescribing our lenses to be a straightforward process. However, we know that in some cases the first lens is not the final lens, so our **Flexible Lens Fit Program** was created to ensure your complete satisfaction.

The Flexible Lens Fit Program allows you to easily move a patient from one lens design to another. All warranted SynergEyes lenses are eligible for exchanges within 90 days of first order receipt. If an eye care professional starts a patient in one lens design and switches the same patient to another lens design they will receive an additional 30 days, for a total of 120 days.

SynergEyes Specialty Lenses are classified into four tiers with different exchange and cancellation policies. Hybrid contact lenses have unlimited exchanges within the 90 day period. See table for exchange and cancellation information.

Specialty Contact Lens Exchanges				
Tier	Lens Type	90 Day Exchanges	Additional Exchanges	Cancellation Fee
Tier 1	Hybrid	Unlimited	\$0	\$0
Tier 2	Sphere and toric corneal GP	1 Free	\$15	\$15
Tier 3	Multifocal corneal GP	1 Free	\$20	\$20
Tier 4	Scleral	2 Free	\$25	\$25

Fees are per lens.

### *Cancellation and Returns*

If the patient is not successful with the lenses, simply call Customer Care within 90 days of the first order receipt date to initiate credit. Hybrid lenses do not need to be returned to receive credit. All gas permeable lenses must be returned with the Request for Credit form (supplied with each order and available online) before credit is issued. Cancellation fees and lens credits for gas permeable lenses are applied upon receipt of returned lenses.

If the patient is moved into another lens design, SynergEyes will waive the initial cancellation fee and extend the fitting period for an additional 30 days, allowing for a total of 120 days to complete the fit or receive credit for the lenses purchased.

Refer to the chart above for the per-lens cancellation fees.



## Lens Warranty

### *Satisfaction Guarantee*

SynergEyes is committed to ensuring that both you and your patients are delighted with our lenses, and all SynergEyes lenses have a **100% Satisfaction Guarantee**.

All warranted lenses are covered for 90 days from final order ship date. Hybrid lenses are covered for 90 days from the six-month replacement date for the second lens in an annual supply. If a patient is dissatisfied with a lens for any reason during the warranted period, SynergEyes will replace the lens in the same parameters at no charge. Initial lens must be returned for credit.

If a lens is lost during the warranted period (90 days from final order ship date), SynergEyes will replace the lens at a 50% discount to the practice.

### *Mid-Term Rx Exchange Program for Hybrid Lenses*

We know that sometimes your patient's prescription changes, so all warranted annual supplies of SynergEyes lenses are covered by our Mid-Term Rx Exchange Program. If your patient's prescription changes after dispensing a 2-Pack of SynergEyes hybrid lenses, you can exchange any un-expired, sealed vials for new lenses. Simply call Customer Care to order the required exchange lens(es) and return the unopened vial(s) to SynergEyes.

### *Defective Lens Warranty*

Each SynergEyes lens carries a 90 day warranty that the lens is free from defects in materials and workmanship. If a lens is determined to be defective, a replacement lens in the same prescription will be provided.

Please complete a Product Complaint Form, available on RxConnect, indicating the nature of the defect and return the form and the lens in the original packaging.

## Pricing

Contact your SynergEyes representative for pricing information.

## Billing

### *Go Paperless!*

SynergEyes, Inc. makes it easy for you to pay your bills by accepting VISA®, MasterCard®, and AMEX® for payment of all invoices. You have the option to receive invoices and statements electronically or via regular mail. You may register your preferences for paperless billing by visiting <http://www.surveymonkey.com/s/SynergEyesPaperless>.

Billing inquiries should be directed to the SynergEyes Billing Department by calling 877.733.2012 option 3, or emailing [billing@synergeyes.com](mailto:billing@synergeyes.com).

## Taxes

Where required by law, state and local taxes will be applied. You may provide SynergEyes, Inc. with a valid tax-exempt form or resale certificate if applicable.

## Shipping

### *Per-Patient Shipping Program\**

Standard shipments will be 3-day air for \$11.99 per patient. The shipping fee will be applied to the patient's first order and all subsequent exchanges (within 90 days) will ship at no charge. Annual supply completion orders placed within 90 days of the first order receipt will also ship without a shipping fee.

SynergEyes will make every effort to bundle multiple orders placed on the same day into a single shipment and the \$11.99 shipping fee will be charged only once. Domestic orders of \$500 or more placed online receive free shipping. Phone, fax and email orders of \$620 or more receive free shipping.

Direct to patient delivery is available for an additional \$6.00. Diagnostic set shipments will be made by 3-day air for \$16.95.

Upon request, SynergEyes, Inc. will arrange for lenses to be shipped via Next Day (by 3:00PM) delivery at a charge of \$24.95. For Next Day 8:00AM or Saturday delivery, contact Customer Care for pricing.

Shipping and handling fees are non-refundable.

All orders for In-Stock lenses placed Monday through Friday by 4:00PM EST (1:00PM PST) will ship the same day unless the lens is on backorder, in which case the account will be immediately notified.

\*US only. Canadian orders are shipped International Priority for a flat fee of \$20.00 per patient. Multiple orders in one week are bundled into a single weekly shipment.



## Ordering and Technical Support

Hours: Monday-Friday: 9:00AM to 8:00PM (EST)

### To Place Orders

Phone: 877.733.2012 option 1

Fax: 877.329.2012

Email: [orders@synergeyes.com](mailto:orders@synergeyes.com)

Online: [SynergEyes.com/Professional](http://SynergEyes.com/Professional)

### Customer Care Representatives

Phone: 877.733.2012 option 1

Email: [customerservice@synergeyes.com](mailto:customerservice@synergeyes.com)

Place orders, track shipments or view your account statements 24 hours a day on RxConnect!  
[SynergEyes.com/Professional](http://SynergEyes.com/Professional)

### Outside United States:

Customer Service: 760.476.9410 Option 1

Consultation: 760.476.9410 Option 2

Email Orders: [intorders@synergeyes.com](mailto:intorders@synergeyes.com)

### Technical Consultation

Phone: 877.733.2012 option 2

Email: [consultation@synergeyes.com](mailto:consultation@synergeyes.com)

### Returns

Phone: 877.733.2012 option 1

