

# Member Supplier Minimums and Warranty

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| Supplier                     | Brand                                   | Minimums   | Exchanges   | Warranty   | Credits   |
|------------------------------|---|--|---|--|---|
| Accessor Eyes                | All brands                              | No minimums; suggested starting quantity 10–20   | 2 for 1   | 2 years from the office date of purchase.  | Return frames with an authorization form from the rep or the original invoice for credit.   |
| Afterbang Eyewear            | All brands                              | No minimums  | We allow reasonable, case-by-case flexibility for exchanges.  | 1 year from purchase date, full frame charge.  | Returns and exchanges are accepted. When returned products are received, credit memos are issued.   |
| Alternative & Plan B Eyewear | Indii Kids                              | 16 pieces  | 2 to 1  | 3 year unconditional warranty except loss.   | Does not issue credits. Does not take returns, only exchanges.  |
|                              | All other brands                        | 12 pieces  |   | 2 years from the day of dispense.  |   |
| ArmourX                      | All brands                              | No minimums  | No exchanges  | Provides a 1 year warranty for manufacturer defects.   | Not applicable for safety frames.   |
| Aspex Eyewear                | Easy Clip<br>(Per divison - division 1) | 24 pieces  | Exchanges/returns offered based on manufacturers defects.   | 2 year warranty on the frames on manufacturers defects and reasonable wear and tear based on the invoice date.   | Full credit is offered on non-selling product within 1 year of invoice in exchange for replacement product. If the store closes, a 10% restocking fee over 20 pieces applies. In the event of a nationwide recall on frames or glasses, returns and full credit will be issued for all board samples and back up stock. |
|                              | Takumi<br>(Per divison - division 2)    |  |   |  |   |
| Aspire Vision                | Elfspirit, JuniorLook, BabyLook         | 12 pieces per order  | Offered under certain conditions including: frame in reasonable condition with original packaging/ accessories without price tags or marks. 50% fee applies if requirements not met. \$5 charge applies for a missing case. | 2 years from date of purchase.   | Account credits are issued for approved returns and are used for future purchases.  |
|                              | Genex                                   |  |   | 1 year from date of purchase.  |   |
| Audace Lunettes              | All brands                              | 12 pieces opening order  | 3 to 1. Need to have access to inventory within 12 months.  | 2 years manufacturer defect from consumer purchase.  | Processed 30-45 days after product received.  |
| Baus Eyewear                 | All brands                              | No minimums  | 1 to 1  | Provides a 2 year manufacturer warranty for defects.   | Returns and exchanges are accepted. When returned products are received, credit memos are issued. The maximum return is 30% of the purchased items. A 90 day free trial period exists where new accounts can return any items for a full refund.  |
| Bellinger House              | Bellinger / Entourage                   | 25 pieces  | 3 to 1. Under a 30% return ratio annually.  | 2 years from the invoice date. Customer will send photo, but no need to return if approved.  | Credits will only be issued if an invoice is provided.  |
|                              | BLAC                                    | 12 pieces  |   |  |   |
| Bo Optik                     | All brands                              | 1 frame per brand. To remain active, an account has to see a representative once every 6 months. | Dollar for dollar. Cannot return more than you bought in the previous 6 weeks.  | For active accounts, 24 months from the date of dispense for warranty defects. For inactive accounts, 6 months from the date of invoice. Limited to 1 replacement. All further warranties are done at 50%. | All exchanges and warranty returns require an RMA. Warranty claims (within 2 years) are reviewed and processed within 2–6 weeks. Credits must be returned within 6 weeks of receiving replacements.   |
| Bolle Brands                 | All brands                              | No minimums  | 2 to 1 or better  | Provides a limited lifetime warranty on products.  | Processed within 4 weeks & immediately posted to account.   |
| Canadian Optical Supply      | Silhouette                              | 24 pieces  | A maximum of 25%  | Provides warranty from 2 years from date sold to consumer.   | Authorized by representative within the two year warranty date.   |
|                              | Strak                                   | 18 pieces  |   |  |   |
|                              | Inface / Nifties                        | 12 pieces  |   |  |   |
|                              | Code / Fitson                           | 6 pieces   |   |  |   |
| Centennial Optical           | All brands                              | No minimums  | 30% (return 10 for exchange need to replace 13)   | 2 years from date of frame dispensing on manufacturers defect. Freight charges may apply.  | Processed within approximately 45 days. Charges applied for missing cases.  |
| Design Eyewear Group         | FACE a FACE                             | 40 pieces  | 1-1 on warrantee and at the company and representative discretions.   | 2 years from invoice date on manufacturer's defect as per DEG warranty policy.   | Credits have a 4-6 week processing time. RAs will be issued by the sales representative.  |
|                              | All other Brands                        | 18 pieces  |   |  |   |
|                              | Prodesign                               | 24 pieces  |   |  |   |

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|------------------|--------------------------------|--|---|---|---|
| De Rigo Rem      | All                            | No minimum   | 2 years warranty allowing an exchange for the same frame or a frame of equal value, if the same frame is not available.     | 2 years warranty.   | processing time may take up to 10 weeks from receipt of goods.  |
| Eredita Eyewear  | All brands                     | 30 pieces, but will work with clients as needed  | A 15% rolling average against sales is in effect.   | 2 years from invoice date.  | Accounts will be credited once the RMA is inspected and approved. This triggers an invoice adjustment and credit will appear to reflect.  |
| Etnia Eyewear    | Etnia Barcelona                | Opening order: 36+ pieces (+ indicates this depends on size of display)                              | Maximum 20% annual exchange rate for resalable product. Chroma and Pellicer exchangeable within the Chroma collection only. | Manufacturers defects covered up to 30 months after frame removed from collection.  | Credits are issued for exchanges in resalable condition with an RA. Frames have manufacturer defect warranty if received within 60 days. Replacement parts are sent free, no return required. |
|                  | Lool                           | Opening order: 24 pieces   |   |   |   |
|                  | Chroma                         | Opening order 12 pieces  |   |   |   |
|                  | Pellicer                       | Opening order 10 pieces  |   |   |   |
| Europa Eyewear   | All brands (except DB4K React) | 18 pieces  | 2 to 1 through a territory manager on all brands.   | 2-year warranty on manufacturer defects from date of patient purchase, 3-year unconditional warranty from date of patient purchase. | Credits will be issued for exchanges and warranties.  |
| Face It Eyewear  | All brands                     | No frame minimum   | A limited exchange rate, varying by store, will be applied due to the low price point.                                      | 1 year from the date of customer purchase.  | Credit the same month of arrival of returned item.  |
| French Kiwis     | All brands                     | 24 pieces assorted   | 3 to 1  | 30 days return for any reason. 1 year for manufacturing defect.   | First order is COD, then it's 30 days net or 2% 10 day.   |
| Georges et phina | All brands                     | 25 pieces  | 1 to 1 exchange provided if the return rate is below 25%.   | Warranty is applicable on frames 2 years from the billing/ invoice date.  | Credits are issued on defective frames that are returned if they have also been replaced. Credits are also issued on returns authorized by sales reps against a purchase order.               |
| GT Eyewear       | All brands                     | No frame minimums  | 3 to 1  | 1 year from the date of product purchase except on Diverso brand which has a lifetime warranty.                                     | Credit will be applied as payment on the Invoice.   |
| Hilco            | All brands                     | No frame minimums  | NA  | All products are subject to manufacturer's instructions and warranties. Hilco Vision does not provide any additional warranties.    | Returns must be pre-approved with an RMA (authorization number + return form completed). If authorized, credit is issued to the customer's Hilco Vision account.                              |
| ImportLux Inc.   | Nathalie Blanc / Mr. Blanc     | 24 pieces combined   | 4 to 1 or 6 to 1  | 2 years from the clinic invoice on manufacturing defect.  | Issued once frame received. Usually in current month or month after.  |
|                  | All other brands               | 14 pieces. Can be tailor made to buyer   | 3 to 1 or 4 to 1  |   |   |
| JF Rey           | All brands                     | 24 pieces assorted   | Depends on the customers tier status, which is based on the number of frames purchased per year. Up to 2:1                  | 2 years from the original invoice date on manufacturer defects.   | Credit notes are issued for exchanges, returns (not swaps) and warranty claims.   |
| Karl Optical     | All brands                     | No frame minimums  | Exchanges are offered on a case by case basis, no hard/fast rules.  | Manufacturer's defect warranty in effect, 1 year. Will accommodate accounts based on situation.                                     | Returns are credited if returned by the sales representative or based on a workmanship/ manufacturer's defect.  |
| Kering Eyewear   | Cartier                        | 50 pieces  | Up to 20% exchange policy. No return policy on Cartier  | 2 year manufacturer warranty.   | Credits can be issued within 30 days of an approved commercial RA.  |
|                  | Gucci                          | 36 pieces  |   |   |   |
|                  | All other brands               | 24 pieces  |   |   |   |
| Kio Yamato       | Kio Yamato                     | 30 pieces  | 3 to 1  | 2 years for manufacturers defects from invoice date.  | All returns are for exchange only with authorized RA number. 25% restocking fee if frame is not packaged in frame bags. Turnaround after receiving a return is within 2 weeks.                |
|                  | O&X New York                   | 30 pieces  | 2 to 1  |   |   |
| Lafont           | All brands                     | Flexibility: Frame minimums are left to the discretion between the account and Lafont representative | Provided if the return rate is below 25%  | 1 year from when the ECP sells the frame to a patient.  | Accounts are credited for returns, overpayments and rebate.   |

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|---------------|---|---|--|---|--|
| Lanctot       | All brands  | 18 pieces   | Provided if the return rate is below 25%                         | 2 year Ophthalmic frames from original date of patient invoice. 1 year sunglasses from original date of patient invoice.        | Accounts are credited for returns. Sales representative must include RMA for return. Return must be shipped within 30 days after your RMA request is fulfilled. Frames must be in resalable condition. |
| Liberty Sport | All brands  | 18 pieces on any collection to open an account  | RA required to facilitate exchanges.                             | Warranty replacement is offered for the life of the frame.  | Credits are issued once received from the Canadian warehouse.  |
| Lucyd         | All brands  | No minimum but 12 pieces recommend  | Limited exchanges or returns                                     | 1 year from the date sold to the patient, but claim must be made within 3 years of original shipment date to account.           | Accounts can be credited on limited returns, as only new sealed frames are sold and cannot be resold as new items if open.   |
| Luxottica     | Chanel  | 60 pieces   | Exchanges need to be done within 2 years of the date of invoice. | 2 years manufacturers warranty. Retailer will take photo of warranty frame and upload it through MYESSILORLUXOTTICA.COM portal. | N/A  |
|               | Oakley Optical / Oakley Sun / Prada   | 30 pieces<br>Please refer to <a href="#">Luxottica brand minimums</a> on supplier page. |  |   |  |
|               | Burberry / Coach / Michael Kors / Ray-Ban / Ray-Ban Vista / Versace   | 25 pieces   |  |   |  |
|               | Dolce & Gabbana/ Emporio Armani/ Costa/ Costa Rx/ Tiffany   | 24 pieces   |  |   |  |
|               | Giorgio Armani/ Jimmy Choo  | 20 pieces   |  |   |  |
|               | Arnette / Swarovski / Polo / Persol/ Prada Linea Rossa / Tory Burch / Vogue / Diesel  | 18 pieces   |  |   |  |
|               | Miu Miu/ Polo Prep/ Ralph/ Ralph Lauren/ Sferoflex/ Ray-Ban Junior & Youth/ Ferrari Scuderia                                    | 12 pieces   |  |   |  |
|               | Oakley Junior & Youth/ Vogue Junior/ Emporio Armani Kids/ Polo Prep/ Burberry Junior/ Dolce & Gabbana Junior                    | 8 pieces  |  |   |  |
| Marchon       | Calvin Klein / Calvin Klein Jeans   | 30 pieces in any combination  | Return rate must not exceed 25%                                  | 2 year warranty policy.   | Will credit customer accounts.   |
|               | Nike / Cutler and Gross   | 40 opt and sun combined   |  |   |  |
|               | Linda Farrow / Paul Smith   | 30 opt and sun combined   |  |   |  |
|               | Pure / Marchon NYC  | 18 pieces of optical  |  |   |  |
|               | Donna Karan/ Calvin Klein Jeans / Bebe / Calvin Klein/ Converse / Dragon/ Lacoste / Longchamp / Nine West / Salvatore Ferragamo | 18 pieces of optical or sun combined  |  |   |  |
|               | Canda Goose / KarlLagerfeld / DKNY  | 15 pieces of any combination  |  |   |  |
|               | Air lock  | No minimum  |  |   |  |
|               | Columbia / Nautica  | 12 pieces in any combination  |  |   |  |

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|------------------------|-----------------------------------|---|---|---|---|
| Marcolin               | Tom Ford                          | 36 pieces   | 3 to 1  | 2 years for manufacturers defects from the time the frame is shipped to our customer.   | Full credit to customers as long as frame is resellable with original paperwork, cleaning cloth and case. If frame is not resellable, a 25% restocking charge applies. If the case is missing, there is a \$25 charge per case. |
|                        | Berlin                            | 18 pieces   | 2 to 1  |   |   |
|                        | Tom Ford Icon                     | 18 pieces. Opening order 8 pieces                                     |   |   |   |
|                        | Tom Ford Private                  | No minimum. Opening order 5 pieces                                    |   |   |   |
|                        | Zegna                             | No minimum. Opening order 12 pieces                                   |   |   |   |
| Christian Louboutin    | 15 pieces. Opening order 8 pieces |   |   |   |   |
| Match Eyewear          | All brands                        | 6 pieces  | All returns are for exchange only   | 2 year from date of invoice for manufacturers defects.  | Credit may be issued at the discretion of the company, but merchandise credit cannot be used as payment for balance due.  |
| Maui Jim & Zeal Optics | Maui Jim Sun                      | 54 pieces   | Open policy - clinic can return/exchange product without an RMA or authorization.   | 2 year warranty on manufacturer defects.  | Open policy - clinic can receive credits for returned/exchanged product without an RMA or authorization.  |
|                        | Maui Jim Ophthalmics / Zeal Sun   | 24 pieces   |   |   |   |
| Milan Eyewear          | All brands                        | No minimums   | 1 to 1  | 2 year warranty on manufacturer defects.  | Credits are issued for both exchanges and returns.  |
| Modern Optical         | All brands                        | No minimums   | Exchange for equal value, through their local representative with an offsetting order.  | 1 year warranty on manufacturer defects from date of original invoice for Modern Collection. 2 year on all other brands.  | Customers receive credits for returned product and for warranty replacements that have already been ordered and shipped.  |
| Modo                   | All brands                        | No minimums   | 1 to 1  | 2 year warranty on manufacturer defects from date of purchase.  | Accounts will be credited for the frame for the last purchase price.  |
| MOOD                   | All brands                        | Depends on the collection. From 18 to 24                              | 3 for 1 including repeats   | 2 year warranty from purchase date.   | Average processing time 30 to 55 days from day product received.  |
| Nanco                  | All                               | No minimums   | 2 to 1  | 1 year from the clinic sell date.   | Credit on the reception of the frame return and at the original purchased price.  |
| OGI Eyewear            | All brands                        | No minimum for established account. Opening order 14 pieces per brand | Accepted for reasons covered under warranty policy by Seller or upon mutual agreement. Exchange authorization by sales rep required.                | OGI, Seraphin, and Red Rose brands: 2 year warranty on manufacturer defects from date of purchase. Claim must be filed within 14 days of receipt.   | Credit is extended at Seller's sole discretion. Any open credit on account will be applied toward any open balance. Credits expire six (6) months from the posting date and will not be available for use after cancellation.   |
| Offview S.L            | All brands                        | No minimum. Opening order 30 pieces                                   | Up to 20% per order<br>Return frames:<br>◦ Within 24 months: 100% credit note<br>◦ After 24 months: 50% credit note<br>◦ After 36 months: no credit | First year: \$0<br>◦ From 12 to 36 months: \$6 for front or both temples<br>◦ After 36 months: \$35 for front or \$25 for temples<br>◦ For Silver (up to 200 units), Gold (up to 500 units), and Diamond (over 500 units) accounts, all warranties are free of charge | Return the frames to your local sales representative to process the credit.   |
| Ophthalmogix           | N/A                               | No minimum  | If product is defective or does not perform as promised (evaluated on a case-by-case basis), free exchange given.                                   | Lifetime warranty for product defects for shelf life of product (typically five years)  | Credits are applied directly to the account and will be automatically used toward the next order.   |
| OpticalSupply.ca       | All brands                        | No frame minimums   | Exchanges offered for frames that have been purchased within the last 6 months.   | Warranty replacement is offered for 14 months after the invoice date.   | Credits are offered for any frame that is in the 6 month range. Also can return frames within the 6 month range.  |
| Optika Eyewear         | All brands                        | No minimum. Opening order 12 pieces                                   | Returns are offered on 1 frame per every 3 new purchases.   | 2 year warranty on manufacturer defects.  | Refunds allowed for purchases on approval within 4 weeks or by salesman. Amount will be credited to the account and deducted from the next payment.   |

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|-----------------------------|--|---|---|--|--|
| Optiman                     | All brands   | No minimums   | Vendor is committed to working with accounts/retailers when an exchange is requested.   | Waranty applies for 2 years from the invoice date for the damaged product. | Warranty credits apply only for the 2 years that the warranty is in effect.  |
| Orgreen Optics              | All brands   | Store size dependent. With over 1,000 frames in collection, representatives would decide what a good representation would be. | Exchanges are accepted  | 2 year warranty on manufacturer defects.                                   | All credits will be processed within two weeks. Sales representative will facilitate product return to the office. |
| Perfect Optical & Superclip | All brands   | No minimum but 12 pieces recommend  | Exchanges are permitted within one year based on overall volume.  | 2 year warranty on manufacturer defects from date of purchase.             | Credits are processed within one week and is posted on monthly statement.  |
| Ronor                       | All brands   | No minimum  | 2 to 1  | 2 year warranty on manufacturer defects from date of purchase.             | Once the frame is received and the credit is approved, a note of credit will be applied into the account.          |
| Safilo                      | Carrera / Hugo Boss / Kate Spade                           | Urban: 36 pieces to open, 24 pieces annual productivity<br>Non-Urban: 24 pieces to open, 18 pieces annual productivity        | 20% for commerical returns  | 3 years from invoice date for purchase.                                    | Credits for exchanges/warranty will be issued within 7 days.   |
|                             | Carolina Herrera / David Beckham / Juicy Couture / Missoni | Urban: 18 pieces to open, 12 pieces annual productivity<br>Non-Urban: 12 pieces to open, 12 pieces annual productivity        |   |  |  |
|                             | Marc Jacobs / Polaroid                                     | Urban: 24 pieces to open, 12 pieces annual productivity<br>Non-Urban: 18 pieces to open, 12 pieces annual productivity        |   |  |  |
|                             | Hugo /Tommy Hilfiger / Under Armour                        | Urban: 24 pieces to open, 18 pieces annual productivity<br>Non-Urban: 18 pieces to open, 12 pieces annual productivity        |   |  |  |
|                             | Elasta, Emozioni, Stuart Weitzman                          | No minimum  |   |  |  |
|                             | Chesterfield / Fossil / Liz Claiborne / Safilo             | Urban: 12 pieces to open, 12 pieces annual productivity<br>Non-Urban: 12 pieces to open, 12 pieces annual productivity        |   |  |  |
| TEK Optical                 | TEK Optical  | All brands  | No minimums   | 2 to 1 within a 2 year period from original invoice.                       | 2 year warranty on manufacturer defects from date of purchase.   |
| Thelios                     | Please contact vendor for details.                         |   |   |  |  |
| Tura Inc.                   | All brands   | No minimum. Opening order 12 pieces but can be more depending on area.  | 1 to 1 can be provided if the return rate is below 25%, but not guaranteed<br>2 to 1 if return rate is over 25%<br>3 to 1 or 4 to 1 may apply at the time of order. | 2 year warranty on manufacturer defects from time of invoice.              | Processed within 4 weeks of receipt at returns facility.   |

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|------------------------|------------|---|--|--|---|
| Westgroupe             | All brands | No minimums   | 1 to 1. Exchange only, frames are non-refundable. Frames must be returned within one year from date of purchase to be eligible for exchange. | Warranties on manufacturer defects from invoices date:<br>1 year for sunglasses<br>2 year for Rx frame<br>5 year for Nanco collection<br>Lenses, temple tips, nose pads, frames sold as discontinued are not covered under warranty. | Frames ordered on approval have a grace period to be returned for credit:<br>30-day frames, 15-day sunglasses.  |
| Wolf Eyewear Canada    | All brands | No minimums   | 1 to 1   | 2 year warranty period.  | Full credit is offered for warranty claims within 2 years by sending a digital photo of the damaged product to your representative. Full frames are supplied for warranty issues. Credits are processed within 72 hours of receipt by the rep or UK office.       |
| Zen Eyewear Canada LTD | All brands | To open an account, need to provide a minimum of 14 frames. | Our exchange policy allows for a maximum of 10% of the new order.  | The warranty period is 24 months.  | We typically issue a credit note after receiving them. Customers have 30 days to return the frames after receiving the new order.   |
| Zig Eyewear            | All brands | 15 pieces per collection                                    | 3-1 and fairly negotiable  | We warranty our frames 2 years to the patient.   | Credits are applied in full as soon as the office receives the frames from the customer.  |
| Zyloware Eyewear       | All brands | 10 pieces   | 1 for 1  | 2 years  | Exchange frames are credited in the same month as the replacement order. For warranty returns, a photo of the defective frame and the original invoice must be emailed after placing the replacement order. Credits are processed once documentation is received. |