



May 20, 2017

Carl Zeiss Vision Inc.

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RE: SOLA Access and AO & SOLA multifocal and aspheric single vision become synchrony

Dear Valued Customer,

A year ago, ZEISS launched **synchrony**, a full portfolio of lenses and coatings designed to complement our premium ZEISS products. **synchrony** represents the next evolution of AO and SOLA products.

In phase 2 of the product portfolio consolidation, we are converting the following products to **synchrony**:

- **All AO & SOLA aspheric single vision lenses**
- **All AO & SOLA multifocal (bifocal and trifocal) lenses**
- **SOLA Access**

As part of this consolidation in effect on **May 31, 2017**, you will notice the following changes:

- SOLA Access name will change to **synchrony Access**.
- All AO & SOLA multifocal and aspheric single vision lenses product names will change to synchrony.
- Name changes will take place in our internal enterprise and lab software systems resulting in immediate name change on the invoice on May 31.
- All major Lab Management System (LMS) vendors will make the same change. **To ensure consistency among LMS, we advise you to update your internal systems as soon as possible.** To maintain your order history within your LMS, you may need to make a manual update instead of downloading the LMS updates.
- Lens boxes and labels will change as well. Box and label changes are running changes, which may result in mixed inventories on hand. **Please refer to Appendix 1 for before and after images of the box.**
- In most instances, cat codes will remain the same. **Please refer to Appendix 2 the products that will change cat codes and further instructions.**

Inventory of new products will be available on May 31. Please note that we will not accept returns on any AO & SOLA products except for products listed in Appendix 2.

Your ZEISS account manager will contact you to discuss the above changes and how we can further support your company during this conversion process. For additional information and to access the new barcodes, you can also visit www.synchronylenses.com.

We believe that these changes and upgrades from AO & SOLA to **synchrony** will simplify your offering from ZEISS. Our goal is to support you in making the change as smoothly as possible.

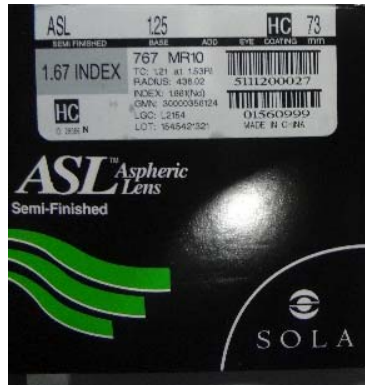
Sincerely,

Roya Graily
Marketing Manager, Carl Zeiss Vision

Appendix 1: Example for previous and new Lens Box and Label

The following images show examples for lens box and label before and after. This is just for one of the products and for illustration purposes only.

Before



After



Appendix 2: List of Products with NEW Cat Codes

The following lens styles will experience a change in cat codes. Please update your systems accordingly. All other **synchrony** multifocal and aspheric single vision lenses keep the existing cat codes. This also applies to **synchrony** Access.

Existing Cat Code	Existing Lens Description	NEW Cat Code	New Lens Description
F83	SF FT35 1.50 PF Grey HC	C24	SYN B FT35 1.50 PH Grey HC
F84	SF FTT7X28 1.50 PF Grey HC	C25	SYN T FTT7X28 1.50 PH Grey HC
R78	GEN SF FT28 1.50 PF Grey HC	F25	SYN B FT28 1.50 PH Grey HC
R79	GEN SF FT28 1.50 PFBrown HC	F26	SYN B FT28 1.50 PH Brown HC

Product Supply

We will continue to supply the old products as long as supplies last, but no later than June 30, 2017. Last day of sales is June 30, 2017.

Part Number Specifications and Barcodes:

Barcodes and lens specification for the discontinued products and replacing products can be found in the professional section on www.synchronylenses.com/referencelibrary.

All LMS systems will be updated by June 1, 2017.

Returns:

- **Only** the above listed products can be exchanged under this program. ***Any product included in the return package that does not appear on the list of authorized Zeiss products will not be returned to sender, will not receive credit, and will be discarded by Carl Zeiss Vision.***
- All product exchanges **must be accompanied** by an approved **Return Form**, prior to the deadline listed below.
- Returns that exceed the quantities pre-approved in the Return Form are subject entirely to denial of credit.
- All returns must meet the following criteria:
 - Product must be in its original packaging, sealed, in good condition and free from damages.
 - **Only two weeks** of your average weekly lens orders will be accepted.
 - All returns **must be** segregated and cannot be combined with any other return products not listed above.
 - Your return shipment **must be** clearly labeled on the outside with the product code(s)
 - Customer prepays freight.
 - Discontinued product will no longer be available to order as of Sept 29, 2017.
 - To receive **CREDIT**, final product returns must be received no later than Oct 20, 2017.
- All credits will be issued at the price in effect at the time of the return except for promotional specials, which will be credited at the original price.

Please ship returns to:

ATTN.: Returned Department
 Carl Zeiss Vision
 1030 Worldwide Blvd.
 Hebron, KY 41048

We thank you for your continued support of ZEISS. If you have any questions, please contact your ZEISS Sales Manager or a ZEISS Customer Service Representative by calling 800-358-8258.