

## Display Frame Replacement Process Davis Vision Exclusive Frame Collection

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November 30, 2012

Dear Davis Vision Provider,

Davis Vision remains committed to providing your practice with high quality, high valued ophthalmic frame styles as part of the Exclusive Frame Collection offered to your Davis Vision member patients. To further support our service to you when replacing a damaged Collection frame, we have outlined the following process you should use to ensure you receive a replacement frame in a timely fashion.

1. Contact the toll-free Davis Vision Provider Relations Representative (PRR) line at 1-800-584-3140 and provide the PRR with your provider number and the frame number displayed on the colored SKU tag.
2. The PRR will order a replacement frame through the “Excel Advantage” program and your account will be billed for the replacement frame.
3. The Davis Vision Distribution Center ships out the new frame with a return label for the damaged frame return. To ensure proper credit to your Collection inventory, please utilize the provided return label. The return authorization number on the return label will allow correct updating of your Exclusive Collection inventory.
4. When the damaged frame is returned to Davis Vision, a credit will be applied to your account statement for the damaged frame.

With the increased demand for eyewear from the Exclusive Frame Collection, we remain committed to providing your practice with the high quality frames. Please contact your Provider Relations Representative with any questions or needs related to the Davis Vision Exclusive Frame Collection at 1-800-584-3140 toll-free.

Thank you again for your continued service to Davis Vision’s membership.