

HOW THE REFUND PROCESS WILL WORK



truetear®

Step 1

Provide proof of purchase directly to Allergan. If you do not have a copy of your receipt, please contact the eye care professional who you purchased the device from. Once you have a copy of the receipt, you may submit it with the consumer refund request form to Truetear@allergan.com or fax to 855-637-4959.

Step 2

Upon receipt of your refund request form and proof of purchase, Allergan will provide you with a return authorization form via email as well as a call tag with a day and time window when FedEx will come to pick up your return package. FedEx will have the return label they will place on the package.

Step 3

You will receive a full refund of the device price by check within 2-3 weeks of when Allergan receives the returned device. The call tag number will be your FedEx tracking number for the return. Retain the call tag number provided to monitor the return of your device.

REFUND REQUEST FORM



truetear®

Name:

Address:

Telephone:

Email:

Date of Purchase:

Purchase Price:

Serial number:

I have included my proof of purchase YES NO

Please email Refund Request Form and a copy of proof of purchase to Truetear@allergan.com or fax to 855-637-4959. Contact the True Tear Support team at 866-502-8327 with any questions.

Note: The personal information you provide above will be used only by Allergan, including our affiliates, only for the purposes of processing your refund request. If you are a California resident, the personal information you provide above will be processed by Allergan in accordance with our [California Privacy Policy](#).

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