

Compulsory Additional Requirements for Online Optical Providers:

These requirements are in addition to the mandatory criteria listed above and Our Ancillary Provider Terms.

1. Online Optical Provider Obligations

All services must be provided by or under the supervision of a Bupa recognised optometrist or optical dispenser.

All optical appliances dispensed must be registered with the Australian Register of Therapeutic Goods (ARTG).

Optical appliances must be dispensed from within Australia.

2. Premises

The optometrist / optical dispenser must operate a Bupa recognised optometry practice and/or optical dispensing outlet located in Australia which provides face-to-face service for clients.

3. Client care and after-sales care

Online optical providers must have in place each of the following:

- A clear and accurate description of the optical appliances sold online;
- A customer service contact phone number available Monday to Friday during business hours, at a minimum;
- Clear instructions on how to place an order, lodge a warranty claim, request a refund, return purchased appliances and access after sales care;
- A comprehensive terms and conditions policy outlining at a minimum the obligations of the buyer, returns and refunds, warranty, privacy and cancellation policies. These must be easily accessible via the company's website;
- A Bupa-approved process for the correct fitting and adjustment of spectacles for customers;
- Frequently asked questions which include questions relating to appliances sold and terms and conditions; and
- Provision of, at a minimum, the manufacturer's warranty for all spectacle frames, spectacle lenses and contact lenses available for purchase.

4. Sale & billing of optical appliances

An online optical provider must meet all Bupa requirements before benefits are payable for services provided by them.

Bupa will not be billed for spectacles or contact lenses that are not designed to correct or ameliorate a refractive abnormality or defect of sight. This includes such items as non-prescription sunglasses and cosmetic, coloured or novelty contact lenses.

Bupa will not be billed for bifocal or multifocal spectacles purchased online. Benefits will only be payable for single vision spectacles and contact lenses purchased online.

A current (i.e. not older than 24 months) and valid prescription must be provided by the client.

Records of online purchases must be maintained. These must include all relevant details such as the customer details, prescribing optometrist details, prescription details and the product supplied.