

1. Why did IDOC develop the INFINITY private label progressive lens program?

IDOC wanted to be able to offer all of their members a high-quality, low-cost product line to help increase patient satisfaction and profitability.

2. What is the basic difference between the three INFINITY lenses?

INFINITY is a conventional progressive lens; INFINITY Advanced is digitally manufactured; and INFINITY HiDef is a Free-Form manufactured lens.

3. Why are there three different progressive lens options in the INFINITY product line?

INFINITY is positioned for the practice that is selling conventional PALs and wants to decrease their COGS and have a "GOOD, BETTER, BEST" option for their patients.

4. What is the minimum fitting height for each of the three INFINITY lenses?

INFINITY, INFINITY Advanced and INFINITY HiDef recommended minimum fitting height is 19 mm.

INFINITY mini, INFINITY Advanced mini and INFINITY HiDef mini recommended minimum fitting height is 14 mm.

5. Are the INFINITY series of lenses and UltraView treatments available to IDOC members only?

INFINITY is a brand that has been created by IDOC and is only available to their members.

6. Are the INFINITY lenses VSP approved?

Infinity lenses are not VSP approved at this time

7. What is the warranty on the INFINITY lenses?

60 days, one time remake in equal or lesser material. Infinity lenses have a one year warranty against defects.

8. What is the expected turnaround time to get the INFINITY lenses?

Expected turnaround time for Infinity lenses is the normal customary time required to manage customers expectations, and can vary by current volume of orders being processed at the time the job is submitted.

9. What is the difference between the UltraView AR Treatments?

UltraView AR uses substrate matched technologies

UltraView Plus AR has all the properties of UltraView AR with additional Hydrophobic and Oliophobic properties

10. What is the warranty on the UltraView AR Treatments?

Both AR treatments offer a one-year, one-time remake warranty.

11. Can HOYA AR Treatments be used with the INFINITY lenses?

Yes. All HOYA AR treatments are available on INFINITY PALS.

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12. Can IDOC members order INFINITY through any HOYA Lab?

Yes. All Infinity lenses and UltraView AR treatments can be ordered from any HOYA lab.

13. Will orders of INFINITY lenses be counted towards IDOC member's monthly purchase volume that determines their percentage discount?

Yes.

14. How can IDOC offer such competitive pricing to their members?

Private Label programs are different than branded product programs. By eliminating all of the costs associated with branded products and utilizing HOYA facilities to deliver the product, IDOC has been able to extend competitive pricing for the Infinity program.

The Infinity program is different from other branded products because of its:

- Limited Marketing Materials
- Different Product Warranties
- Not supported by rebate or incentive programs