



Avaira Toric Recall – Product Availability Update

Q: Why is there an additional delay in shipping of Avaira Toric?

A: CooperVision manufacturing and quality are working diligently to ensure that this issue does not recur. This effort has taken longer than expected.

Q: Why are we putting a hold on Avaira Toric orders?

A: To avoid an ongoing backorder situation and ensure patients do not go without products in the short term, we have elected not to take further Avaira Toric orders in favor of offering alternative Toric products to customers, until our inventory is fully recovered.

Q: How certain is CooperVision of having product available by the second calendar quarter of 2012?

A: As with any unexpected issue, it is difficult to estimate the time it will take to complete this process. CooperVision is working as quickly as possible to resolve this issue.

Q: Should we remove Avaira Toric as a product available in our system?

A: Avaira Toric is NOT be discontinued however we will not be accepting orders until our inventory can be brought to a more acceptable level.

Q: What will happen to our existing Avaira Toric orders that are currently on backorder?

A: These orders [will be cancelled](#) from CooperVision's system at this time. There will be no product left on back order status with CooperVision.

Q: Will CooperVision have enough inventory of other toric products, like Biofinity Toric and the other hydrogels to meet this increased demand?

A: Yes – the forecasts for both Biofinity Toric as well as the other hydrogel toric lenses (Proclear Toric, Biomedics Toric, and ClearSight 1 Day Toric) have been increased to anticipate the demand.

Q: How will CooperVision's customer service be handling orders from their direct customers for Avaira Toric?

A: There will be a two-step approach when an order is placed:

1. Customers will be told that we will not be shipping Avaira Toric until the product is available.
2. Customer Service will offer to ship a Biofinity Toric lens in the same prescription to the ECP for their patient. If the ECP chooses not to go this route,
 - a. Customer Service will review the other CooperVision Toric lens options with the ECP and encourage them to consider.
 - b. Online orders will be handled similarly
 - c. Backorders will be canceled and no new orders accepted.