



LCP FAQs

Why is CooperVision exiting the lens care product market?

Our lens care products (solutions and cases) business has been affected by the withdrawal of our Synergi® brand from the market in 2017 and the recent voluntary recall of our Hy-Care® multipurpose solution. The absence of these core lens care products from our portfolio has significantly impacted CooperVision's overall offering to the lens care marketplace. This in turn has implications for the longer-term commercial proposition we are able to offer to our customers.

Will CooperVision sell the lens care business?

It is not CooperVision's intention to sell the lens care business.

Can I buy/discuss buying the business / brand rights / part of the business?

Currently, we are tightly focused on ensuring a smooth and efficient exit from the business. Only once that is completed will we be in a position to consider how we address any business resources.

Why have you not told us before?

This is a significant decision, which has been carefully considered. It is right that we presented the proposal to employees of the lens care business first so that we could consult with them. We appreciate the potential impact on customers that this decision would have and have looked to inform you as soon as is reasonable and fair to our employees.

Is this because of the Hy-Care® recall?

Our lens care business has been affected by the withdrawal of our Synergi® brand from the market in 2017 and the recent voluntary recall of our Hy-Care® multipurpose solution.

Is CooperVision in financial trouble?

No – this decision is based on the fact that our lens care business has been affected by the withdrawal of the Synergi® brand from the market in 2017 and the recent voluntary recall of our Hy-Care® multipurpose solution. This impacts on our ability to offer lens care products that are viable and sustainable for the long term.

Will Hy-Care® be available to order again during this period?

Following the recent voluntary recall, we do not intend to supply Hy-Care® multipurpose solution ahead of the closure of the lens care business.

Can I be confident that you can continue supplying?

Our lens care manufacturing team has been working tirelessly to rebuild lens care product inventory in recent months and has a realistic and phased recovery plan. This means we can continue to manufacture and supply lens care products (solutions and cases) that are held in stock, subject to availability, for orders placed prior to 15 October 2022.

Please note that for any made-to-order lens care products, we are unfortunately unable to accept any further orders outside of those which have already been placed and accepted by CooperVision, which we are currently processing.

When will you stop taking orders for lens care products?

Any final orders for stock-held products (solutions and cases) should be placed by the 15th of October 2022. For made-to-order products, please note that unfortunately we are unable to accept any further orders outside of those which have already been placed and accepted by CooperVision, which we are currently processing.

Do I need to change the way I order from you now?

No, please continue to order in your usual way.

If I find an alternative supplier for my lens care products before the end of the year, can I return my unused stock, including private label stock?

Unfortunately, we are unable to accept returns in this instance.

If I have a large quantity of unused stock to return, how will I do this?

Unfortunately, we are unable to accept returns in this instance.

We have patients using your lens care products that are part of our home delivery / DTP / subscription service in VisionXtra. How will these be impacted?

We appreciate that direct-to-patient (home or store) and subscription services are important for your customers. One of the considerations was the impact on subscription services. After exploring a number of options, we have concluded it will not be possible to secure an alternative LCP provider to support VisionXtra subscription services. Having liaised with several optical fulfilment houses, there is genuine interest to support customers with an alternative LCP via their service. You are encouraged to contact these optical fulfilment providers directly as regrettably we are not permitted to make recommendations. We sincerely apologise for any inconvenience caused with this conclusion. This has not been an easy decision to make, but we believe ultimately it will be in the best interests of you and your patients.