



Costco Wholesale UK Ltd
Hartspring Lane
Watford
Hertfordshire
WD25 8JS

16th February 2024

Re: ZEISS ClearView Spectacle lenses

Without prejudice

Dear Member

Costco records indicate that you, or one of your add-on members, purchased ZEISS ClearView Single Vision lenses from Costco, item # 442286, 442287 or 442288 between July 24th 2023 and November 22nd 2023.

Costco has been informed by our supplier Carl Zeiss Vision UK Ltd of the following:

‘Carl ZEISS Vision UK Ltd informed Costco of an IT coding error affecting ZEISS ClearView single vision lenses supplied between 24/7/23 and 22/11/23. The coding error meant that the ZEISS ClearView single vision lenses did not have ZEISS BlueGuard blue-light filtering included in the lenses. This has no detrimental effect on the health of the eye or the performance of the Spectacle prescription. ZEISS will replace the lenses for all members who would like to have ZEISS BlueGuard’.

The lenses have been manufactured to your correct prescription and with the correct **DuraVision®** Platinum coating with full UV protection but without the ZEISS BlueGuard feature and are therefore not meeting the Costco specification where this technology is included.

Zeiss BlueGuard Anti Blue Light lenses are designed to address digital eye strain patients may experience due to increased device use.

We are sending this notification to make you aware of the issue, and to offer a solution. If you would like to have your lenses remade we are happy to do this for you. Please come back to the Costco location you purchased your lenses from and we will reorder and refit your frames with a new pair of ZEISS ClearView Single Vision lenses with BlueGuard in the same prescription as your original order. We would ask you to do this within 6 months of this dated letter.

The prescription in your current ZEISS ClearView lenses is correct, if you wish to keep them and continue wearing them no further action will be required.

Yours Sincerely

Costco Wholesale