



COVID-19 RECOVERY PROGRAM FREQUENTLY ASKED QUESTIONS

Could I place an order from home if I can't go to the office?

Yes. You can order directly from www.lensesbyhoya.ca. If you don't have a password for your account number, please email the Hoya team member allocated to your region. See the list below.

Can the lab place a redo/warranty order for me by phone or email?

Yes, please call or email your local laboratory.

What if it's a redo/warranty/EMG2 and the original order is not in the system Lensesbyhoya?

You can start a new order and record the original invoice number in the note section if you have it on-hand. If you don't have it on hand, you can contact our Customer Care team who will be able to find it for you. See contact info below.

What if my lab is closed?

Please contact your local lab as you would normally. All Hoya laboratories phone lines have been redirected to ensure that there are little to no interruptions for our customers.

What if I can't get hold of my lab?

Please try again or email your lab – See contact info below.

I usually email a certain Hoya Customer Care person at the lab. Can I still do that?

Some of our team may be temporarily unavailable. Please use the emails below to contact your lab. We do not want to miss your important email.

I usually email my Hoya Sale Rep/Territory Manager. Can I still do that?

Please refer to the email list below and email us directly. We have sales coverage across Canada to address your emails and inquiries quickly.

Questions about our price list or working on your retail?

Please refer to the email list below and email us directly. We have sales coverage across Canada to help with all your pricelist questions. We are happy to help!

Questions about the Lenses for Life marketing campaign?

Please send any inquiry relating to the Lenses for Life campaign to: lensesforlife@hoya.com



Questions about shipping?

Please email your local lab for any questions about shipping. Please note that you can use your regular Hoya waybills as we are redirecting the jobs to the proper lab for you.

Hoya team members available to assist you:

- Bernard Lecavalier, National Sales Director and Regional Sales Manager QC & Maritimes
Bernard.lecavalier@hoya.com
- Christine, Field Technical Expert and Territory Manager Eastern Ontario
Christine.lebrasseur@hoya.com
- Sherry Klassen, Regional Sales Manager BC & Alberta
Sherry.klassen@hoya.com
- Vance Whiteside, Regional Sales Manager Manitoba and Saskatchewan
Vance.whiteside@hoya.com
- Christina Ferrari, Regional Sales Manager Ontario
Christina.ferrari@hoya.com
- Heather Clarke, Field Sales Trainer and Senior Territory Manager Nova Scotia
Heather.clarke@hoya.com

Current contact information for your location:

HOYA Labs	Email	Phone	Fax
HOYA Toronto	HOYAToronto@hoya.com	1-888-258-4692	1-888-258-6618
HOYA Vancouver	HOYAVancouver@hoya.com	1-866-454-4692	1-888-454-9479
HOYA Winnipeg	HOYAWinnipeg@hoya.com	1-855-697-9366	1-855-697-9375
HOYA Calgary	MSIDCGY@hoya.com	1-844-774-1954	1-844-440-1886
HOYA Halifax	HOYAToronto@hoya.com	1-844-461-4296	1-844-461-4296
HOYA Montreal	HOYAMontreal@hoya.com	1-866-783-4393	1-866-783-4393

*We recommend using email as primary way of contact if you can