

Iowa Attorney General's Office

**Guide for Consumers Who Purchased the
“See Clearly Method” (SCM)
from Vision Improvement Technologies (VIT)
November 2, 2006**

1. **For purchasers who wish to cancel and still are within the 30-day trial period.
(Note: This also may apply to consumers who are within a few days of their 30-day period
-- because there may be a few days' 'grace period.):**

Contact Vision Improvement Technologies (VIT) immediately. Notify the VIT representative that you wish to cancel the purchase. Be sure to follow through on the instructions provided.

The toll-free VIT customer service number is 877-232-3598.

VIT's hours are 8am-8pm Monday through Thursday, and 8am-5pm Fridays (all times are Central time.)

The VIT website is www.seeclearlymethod.com. (The web site now contains only VIT's contact information for inquiries or returns.)

Consumers who call VIT probably will reach a recording that gives an opportunity to leave their name and number and promises a call-back within two business days. It is our understanding that callers will be logged as having made the cancellation request the day they leave their name and number (for purposes of figuring whether the request is within the free-trial period). A consumer who calls and chooses to wait on the line for a representative may be placed on hold for a while, but it should not be an excessive period.

2. **For purchasers who are within the 30-trial period but who have trouble cancelling the purchase:**

Call the Iowa Attorney General's Office immediately: toll-free to 888-777-4590, or 515-281-5926. Purchasers who are unable to make contact with VIT, or who leave messages for VIT that are not returned within two business days, should contact the Iowa Attorney General's Office.

3. **For purchasers who want a refund of See Clearly Method payments but are not within the free trial period:**

[NOTE: It is not known at this time whether money will be available to provide full or even partial refunds to all persons who may request refunds.]

File a written complaint with the Consumer Protection Division, Iowa Attorney General's Office. File online, file by email, or file by sending a complaint form or letter to: Consumer Protection Division, Iowa Attorney General's Office, 1305 East Walnut, Des Moines, Iowa 50319. (The telephone number is 515-281-5926, or call toll-free at 888-777-4590.)

4. If a purchaser faces attempts by VIT or a bill collector to collect delinquent payments:

Under the consent judgment, VIT is prohibited from attempting to collect delinquent payments. Contact the Iowa Attorney General's Office immediately if you are contacted in an attempt by VIT or a bill collector to collect a delinquent payment for a See Clearly Method purchase. (See above for Iowa Attorney General contact information.)