

## OUT OF STOCK OF FUSION™ ALLERGY EYE SPRAY

### **Why is Fusion Allergy Eye Spray not available currently?**

Fusion Allergy Eye Spray is unavailable currently due an unprecedentedly high demand during this hayfever season combined with a shortage of one of the essential ingredients. We are working really hard with our suppliers to get this product back in stock as soon as we can.

### **When will Fusion Allergy Eye Spray be available again?**

At this moment, we do not have a specific timeline for when the product will be back in stock. We are working diligently to resolve the issue and resume production as soon as possible. Please check back with us regularly for updates.

### **Are there any alternatives to Fusion Allergy Eye Spray that we can recommend?**

For people who are looking for an alternative to the Eye Spray, you can recommend that they use the Fusion Allergy Day & Night Eye Gel or the Fusion Allergy Eye Drops.

### **How can I give my child eye drops if they struggle to keep their eyes open?**

To help a child use Fusion Allergy Eye Drops:

1. Have them lay down flat and put the drops in the inside corner of their eye.
2. Ask them to blink which will help the drops coat the eyes.

### **Can I still purchase these products anywhere?**

Yes, you can still purchase these products while supplies last at our retail partners.

### **How can I stay updated on the availability of Fusion Allergy Eye Spray? (Consumer)**

You can stay updated by following us on our social media channels or subscribing to our newsletter for the latest news and product availability updates.

### **How can we stay updated on the restocking of Fusion Allergy Eye Spray? (Customer)**

We will keep you informed through our regular retailer communications. You can also contact your account representative for the latest updates.

### **What if I have additional questions or concerns?**

Our customer service team is here to help. You can reach us at the below details.

IRL Freephone: 1800 816 005

UK Freephone: 0808 175 3200

Outside of UK/IRL: + 353 1 525 3683

Email: [retailsales@scopeeyecare.com](mailto:retailsales@scopeeyecare.com)

### **Does this ingredient shortage impact any products from the range?**

No, the relevant ingredient isn't in the other products in the range.