

## Reporting Illegal and Unsafe Contact Lens Sales

To ensure that law enforcement agencies and policymakers are aware of illegal and unsafe contact lens sales, it is important for doctors of optometry, paraoptometrists, and the public to report these sales of directly to the FTC and/or the FDA. Please use the following links and instructions to report violations to the appropriate agencies. If you have any questions please feel free to email [StopIllegalCLS@aoa.org](mailto:StopIllegalCLS@aoa.org).

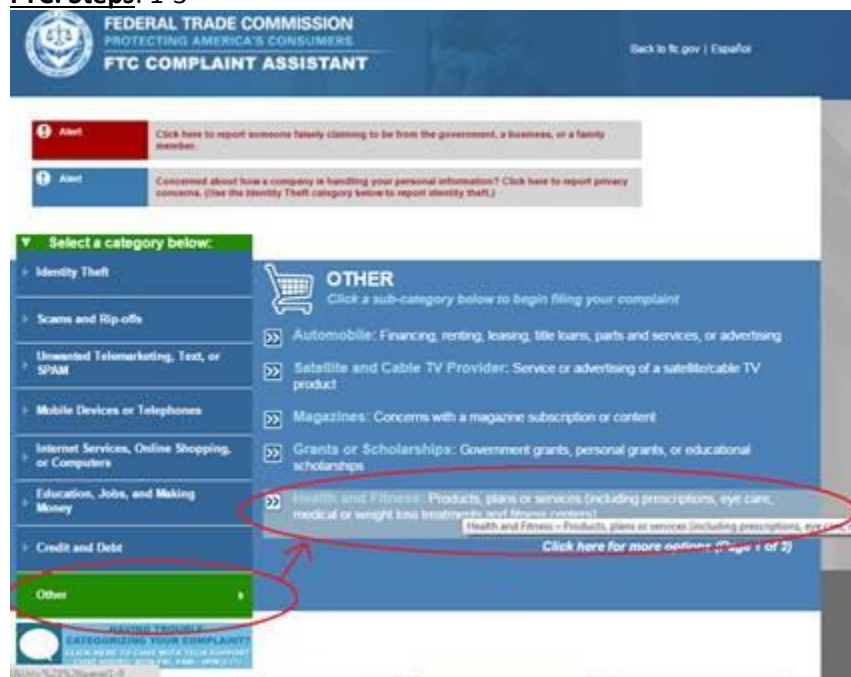
- [Federal Trade Commission](#) (FTC)
- [FDA's MedWatch](#)
- [FDA's online sales violations](#)

### **FTC COMPLAINTS:**

To report a violation to the FTC, please follow the directions below. You can report violations of the [FCLCA](#), sales of contact lenses without prescriptions, non-FDA approved CLS sales, and other violations to the FTC.

1. Go to: <https://www.ftccomplaintassistant.gov/GettingStarted#crnt>.
2. Click "Other" on the bottom left of the screen.
3. Under the "Other" menu, click "Health and Fitness," the last item.
4. On the next page, click "Other/Not Applicable."
5. Click the first selection, "Eyeglasses or Contact Lens."
6. Select the options that match your complaint until completed.

### **FTC: Steps: 1-3**



**FTC Step 4:** On the next page, click “Other/Not Applicable.”

FEDERAL TRADE COMMISSION  
PROTECTING AMERICA'S CONSUMERS  
FTC COMPLAINT ASSISTANT

Back to ft.gov | Español

FTC Complaint Assistant

1 Getting Started 2 Complaint Details 3 Company Details 4 Your Information 5 Comments 6 Review Your Submission

How were you contacted?

- > Phone
- > E-Mail
- > Other/Not Applicable
- > I initiated contact

Other/Not Applicable

< Previous Continue >

**FTC Step 5:** Click the first selection, “Eyeglasses or Contact Lens.”

FEDERAL TRADE COMMISSION  
PROTECTING AMERICA'S CONSUMERS  
FTC COMPLAINT ASSISTANT

Back to ft.gov | Español

FTC Complaint Assistant

1 Getting Started 2 Complaint Details 3 Company Details 4 Your Information 5 Comments 6 Review Your Submission

Is your complaint related to:

- > Eye Glasses or Contact Lenses
- > Eye Glasses or Contact Lenses - Frame
- > Dietary Supplements or Herbal Remedies
- > Prescriptions or Over the Counter (OTC) Drugs
- > Other Medical Products, Supplies, or Treatments
- > Medical Discount Plans, Cards, or Insurance

< Previous Continue >

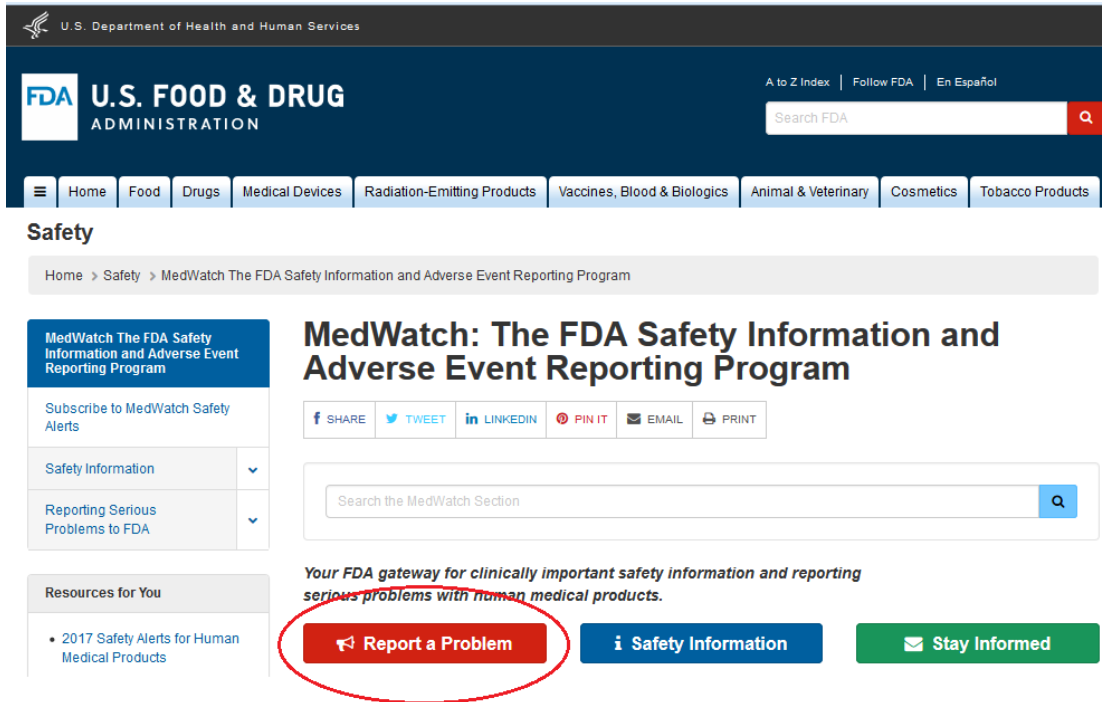
**FTC Step 6.** Select the options that match your complaint until completed.

**FDA COMPLAINT:**

Defects, malfunctions, and contact lens related injuries/infections should be reported to FDA’s [MedWatch](#). The FDA’s [MedWatch Safety Information and Adverse Event Reporting Program](#) is the initial step to take when reporting adverse events. Information may be reported to MedWatch by phone at 800.FDA.1088; by fax at 800.FDA.0178; by mail to 5600 Fishers Lane, Rockville, Maryland, 20852-9787; or online with these steps:

1. Visit the [MedWatch webpage](#).
2. Click “Report a Problem.”
3. Begin Report as “Health Practitioner” or “Consumer/Patient” by clicking the respective button
4. Respond to questions.
5. Review and submit data.

**FDA MedWatch Step 1-2**



## FDA MedWatch Step 3

U.S. Department of Health & Human Services

**FDA** U.S. FOOD & DRUG  
ADMINISTRATION

Home Food Drugs Medical Devices Radiation-Emitting Products Vaccines, Blood & Biologics Animal & Veterinary Cosmetics Tobacco Products

[MedWatch Home](#) | [Help](#) | [OMB Paperwork Reduction Act](#) | [Your Privacy Statement](#)

### MedWatch Online Voluntary Reporting Form

Welcome [Frequently Asked Questions](#)

Begin report as a:

Health Professional  
(FDA Form 3500)

Consumer/Patient  
(FDA Form 3500B)

### FDA Online Sales

If your report is related to an online retailer that is selling contact lenses that you are concerned with, you can report the internet retailer to the FDA's "[Report a Problem.](#)"

1. Go to <https://www.fda.gov/Safety/ReportaProblem/ucm059315.htm>
2. Complete the Survey
3. Submit the form