

## **PATIENT WARRANTY INFORMATION:**

Davis Vision is committed to providing quality service and 100% customer satisfaction. All materials that are supplied by Davis Vision's ophthalmic laboratories are covered under the following warranties.

### **\* LENS WARRANTIES: COATINGS**

#### **• Scratch Resistant Replacement Policy**

Davis Vision will replace, within one year from the original dispensing date\*, spectacle lenses that have become scratched under normal usage if the Scratch Resistance option was selected and paid by the patient at the time of the original order or if the option is covered in full by the group's vision care plan. This applies to all lens types and materials.

*\* Dispensing date is assumed to be 10 days after the date shipped from the Davis Vision laboratory.*

#### **• Anti-Reflective Coatings (ARC)**

For a period of one (1) year from the date of initial dispensing, any anti-reflective coated lenses on which the coating is peeling or cracking will be replaced with new coated or uncoated lenses of the same material, style and prescription at no charge. **NOTE:** The ARC warranty does not cover scratches.

### **\* PATIENT CHANGES**

#### **• Frame Style, Lens Style and/or Lens Material**

For a period of thirty (30) calendar days from the date of initial dispensing, any pair of eyewear may be returned to your provider for changes to the frames and/or lenses selected.

### **\* DOCTOR CHANGES**

#### **• Change of Prescription**

Your doctor may make any prescription changes necessary to ensure the best possible vision for a period of either ninety (90) calendar days for eyewear or thirty (30) calendar days for contact lenses – both from the date of initial dispensing.

#### **• Non-adaptation to Progressive Addition (No-Line Bifocal) Lenses**

While the vast majority of patients are successful in adapting to the unique attributes associated with progressive lenses – providing unparalleled visual acuity – a very small segment of the population will experience a desire to return to more conventional lens designs.

For a period of ninety (90) calendar days from the date of initial dispensing, progressive lenses may be returned for replacement with conventional single vision, bifocal, or trifocal lenses at no additional cost. **NOTE:** Any member copayments associated with the original selection of progressive addition lenses will not be refunded.

- **Progressive Lens Style Change**

If there is a progressive lens style change from one type of progressive to another we will honor this change within 90 days (starts 10 days from the ship date). Progressive co-payments are non-refundable.

**\* MATERIALS BREAKAGE**

- **Plan Supplied Frames and/or Lenses**

All materials provided by Davis Vision laboratories are guaranteed for one (1) year from the date of initial dispensing. Under the warranty, replacement materials identical to these originally ordered will be supplied at no cost.

- **Patient Supplied Frames or Lenses**

Davis Vision also provides lab services for those orders where some portion of the materials are supplied by the patient. We will not accept responsibility or liability for either frames and/or lenses supplied by the patient, including loss or damage.

Davis Vision will make every effort to provide new lenses to a member's existing frame. However, should the previously used frame break, it will be the member's responsibility to select another frame – either from the Davis Vision Collection at prevailing co-pays (if applicable) or from the provider's selection, at the member's own expense.

*Effective: May 1, 2010.*

- **Allergic Reaction to Frames**

An extremely small percentage of the population might find themselves allergic to some of the alloys used in the manufacture of ophthalmic frames. Should this occur, Davis Vision will provide new eyewear in an alternate frame, anytime within the first ninety (90) days from the date of initial dispensing.

**\* GENERAL NOTES**

As it is not possible for Davis Vision to know the exact date of dispensing once materials are returned to your provider, it is assumed that dispensing occurs within ten (10) days of an order shipping from one of the Davis Vision laboratories.

Warranty periods are based on the dates associated with the original pair of eyewear. Any replacement materials provided will be covered for the balance of the original warranty period.

Warranty periods may vary by group. Please refer to your plan benefit description for more information.

***If you have any questions, please feel free to call  
1-800-28-EYES-4 (1-800-283-9374) for more information.***