

Precision Optics Eyewear After Care

Thank you for purchasing your new Precision Optics Eyewear® frames and/or lenses. Here is a breakdown of your aftercare services, as well as some useful tips for getting the most out of your new eyewear.

Lifetime Aftercare

As a Precision Optics Eyewear® client, you will receive a lifetime of unlimited aftercare services and support for free. This includes, but is not limited to:

- Free adjustments and frame customisation as required
- Unbiased lens and frame advice
- Professional lens removal and clean
- Proritory frame repairs
- Free replenishment of lens cloths, lens cleaner and replacement cases

Getting Used To Your New Eyewear

Everyone will have a different experience with new eyewear, frames and lenses. Here are some helpful pointers to keep in mind for when you are wearing your new eyewear.

New Prescriptions

Getting used to a new prescription can vary from person to person and it will depend upon how much change there has been since your last sight test. You may have only a slight change, of which you may not notice too much of an adaptation period, or you may have a significant change that your eyes will take time to adapt to.

There is no rule on the amount of time required. The key to this is persistence whilst making sure that you are safe and as comfortable as possible when wearing your new prescription. Improvements can be noticed in hours, days or even weeks depending upon your prescription.

New Bifocal Lenses

If you are trying Bifocals for the first time then make sure that you follow the instructions that you were given on your collection appointment, these simple steps will increase your chances of success with this new lens type. Important things to remember are:

- Be careful of steps and curbs when looking down whilst walking
- Start by doing simple activities such as watching TV and reading a book at the same time
- Start by keeping your head level and in a natural position, then let your eyes drop down into the reading segment whilst keeping your head still (slight movements are normal)
- The top part is for long distance vision (TV/Driving) and the bottom part is for reading
- Even if you have worn Bifocals before, you may still have to get used to a different reading segment size or position, this should become second nature with use
- The key to this is persistence whilst making sure that you are safe and as comfortable as possible when wearing your new Bifocal lenses

Remember that your Bifocals are covered by our Satisfaction Guarantee cover.

New Varifocal Lenses - New Users

If you are trying new Varifocal lenses for the first time then make sure that you follow the instructions that you were given on your collection appointment, these simple steps will increase your chances of success with this new lens type. Important things to remember are:

- Be careful of steps and curbs when looking down whilst walking
- Start by doing simple activities such as watching TV and reading a book at the same time
- Start by keeping your head level and in a natural position, then let your eyes drop down into the reading area (slight movements are normal)
- The top part is for long distance vision (TV/Driving), the middle is for intermediate use such as a laptop and the bottom part is for reading
- Turn your head as you look to the sides i.e when checking car wing mirrors
- When reading, follow the words that you read with your head to help prevent your eyes from drifting out of the clearest part of the lens
- The clearest parts are located in the center of each section, distance, intermediate and reading
- The key to this is persistence whilst making sure that you are safe and as comfortable as possible when wearing your new Varifocal lenses

Remember that your Varifocals are covered by our Satisfaction Guarantee cover.

New Varifocal Lenses - Experienced Users

Even if you are an experienced user, you may still find a period of time for adaptation. This can be due to the change of the design of Varifocal that you have been used to. When trying a new type of Varifocal, you may notice more or less levels of soft focus at the periphery of the lenses, at the very outer edges of your vision. This can be due to several things such as an increase in your prescription and/or your eyes noticing a difference in lens design. In many cases, your eyes will adapt and things will feel more and more normal the more that you wear them.

Establishing the correct Varifocal for you might take more than one attempt, we sometimes take a more reserved approach to help gauge what lens you need, rather than you just paying for the best lens on the market straight away, resulting in you potentially paying way more than you need to.

We only need to establish the best lens for you once. Once we have your ideal lens information, this is then stored on your profile for future orders.

Remember that your Varifocals are covered by our Satisfaction Guarantee cover.

Frame Warranty & Guarantee

If you have purchased new frames from our showroom then you can rest assured that all frames come with manufacturers warranty for any manufacturing defects. This is very rare, but in the unlikely event of a manufacturing defect arising, simply get in touch and we will be happy to help and we will do all that we can to get the problem resolved as quickly as possible. Frame manufacturers warranty lasts up to 2 years. Your new frames will also come with a 2 year glazing defect guarantee. This ensures that the lenses are secure, safe and that they have been glazed into your frames at the highest level possible.

Lens Warranty & Guarantees

All Precision Optics Eyewear® lenses come with:

- 2 year manufacturers warranty (manufacturing defects/faulty coatings)
- 2 year glazing warranty (ensuring a secure fit)
- 2 year lens replacement on selected lenses for accidental damage/scratches (does not include loss/theft - both original lenses are required for replacement)

The importance of keeping your sight tests up to date

In order to maximize the benefits of the various 2 year lens guarantees, all we require is that you keep up to date with your eye tests, as we are unable to replace or make new lenses on a prescription that is out of date. Keeping up to date with your eye tests ensures that in the unlikely event that we need to replace your lenses, we can do it in the quickest time frame possible.

It is also good to keep up to date with your regular eye tests as this ensures the health of your eyes is being monitored at the correct intervals.

Frame & Lens Cleaning/Maintenance

Your new frames and/or lenses will have been well looked after during the manufacturing process, you will have been supplied with a cleaning cloth and lens spray. Please use these to keep them looking their best. Try to avoid using anything other than products specifically designed for your eyewear. As part of our aftercare, we offer a free frame and lens cleaning service. You will also be able to request replacement cleaning cloths and sprays when you need them completely free of charge.

Precision Optics Eyewear Satisfaction Guarantee

Regardless of what you have purchased from us, we want to ensure that you feel reassured and relaxed knowing that we will look after you. We have put together a few key points to help provide the best aftercare and satisfaction possible.

Q - What happens if the prescription that I have given you to use is actually incorrect for me after you have made my new glasses?

A - It's extremely rare for this to happen, but in the unlikely event that it does, we will remake your order for you completely free of charge. If you have any difficulties, there is an internal procedure we cover to ensure that we have done everything we can from our manufacturing side in accordance with the prescription that you have provided. After that, you would then have your eyes rechecked at your chosen Opticians and we will then remake your eyewear for you with the new prescription free of charge.

Q - What if I change my mind during or after my order? For example - I really don't like the frame that I have picked.

A - We like to try and get everything right the first time, but, if for any reason you have changed your mind, simply let us know within 60 days and we will put it right for you.

Q - What is your refund policy?

A - In the rare situation that there is a concern, we would like the opportunity to put it right, but, you can still ask for a refund within your first 60 days regardless. Once you have received your refund (in exchange for the goods provided), this does not mean that you are unable to use our products or services in the future, the door will still be open to you and we will still be more than happy to help.

Q - What is your Varifocal/Bifocal satisfaction guarantee?

A - Because Varifocals and Bifocals are slightly more complex, especially when trying for the first time, we have created a 60 day satisfaction guarantee. This means that for the first 60 days in your new lenses, we can change or upgrade the lenses with you only paying the difference to upgrade, or you can request a full refund if you prefer. We can also make you a pair of alternative lenses and we will refund you the difference, ensuring that you do not lose a penny. When upgrading your lenses, you will then get a new 60 period from the collection of your new lenses.

Q - I have friends/family that are not local, what services and products can you help them with?

A - Yes, we have many clients that live all over the UK, we can help in many ways, including:

- Frame repairs
- Frame refurbishments
- Reglazing - updating old or damaged lenses
- Eyewear MOT - new nose pads, screws, deep clean, realignment
- New eyewear i.e non prescription sunglasses

These services work with our postal system, we use tracked and insured deliveries and everything order/service is no obligation, as I price and advise before I commence any work.

For more information, help or advice, please feel free to get in touch

www.precisionopticseyewear.co.uk

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