

YOUR AFTERCARE & SATISFACTION GUARANTEE

As a Precision Optics Eyewear client, you will receive various guarantees, warranties and aftercare services. You will find all the relevant information that you may need below, but if you need any further assistance or information, then please get in touch.

FRAME & LENS WARRANTY

New frames and lenses come with a 2 years manufacturer's guarantee. This covers any defects that arise due to the product developing a fault which is not accidental damage, misuse or general wear and tear. If you suspect that there is a manufacturer's defect, then you should get in touch as soon as possible so that we can analyse your product back in the lab.

SATISFACTION GUARANTEE

All orders come with a 60 day satisfaction guarantee. This means that if your final product is anything other than perfect then you should let us know. During this 60 day period, you can cancel or change your order, add to it or upgrade to a higher grade product. Any requests outside of the 60 days will be charged at our normal prices. Orders amended within the 60 days will only need the difference to be paid or refunded. For Varifocals, you can simply upgrade to the next Tier of Varifocal within the 60 day period and simply pay the difference. When we make amendments, your new product will come with a new 60 day satisfaction guarantee.

AFTERCARE SERVICES

You will now have a lifetime of aftercare services available to you. This includes adjustments, advice, frame and lens cleaning. You will receive an aftercare call in the next few weeks to ask how the fit and vision is in your new eyewear. You can contact us at anytime for your aftercare services. If you require a warranty claim or lens replacement claim as per our Varifocal lens cover, please get in touch.

VARIFOCAL LENS PROTECTION

All Varifocals come with our 2 years protection cover which includes one replacement pair of lenses during a 2 year period. This covers chips, cracks and scratches, this does not cover loss or theft.

YOUR INFORMATION & KEY DATES

Client name _____ Order number _____

It is important to contact us as soon as possible and before these dates if you have any concerns so that we can assist you.

60 day satisfaction guarantee until ____/____/____

2 year frame and/or lens manufacturers warranty until ____/____/____

2 year lens replacement cover for Varifocals until ____/____/____