



## Radiant Eyes – Eyewear Sales, Remake, and Return Policies

At Radiant Eyes, we are committed to ensuring you have a positive experience with your eyewear. To maintain the highest standards of quality and service, we have established the following policies:

### Payment Policy

- Payment is due in full at time of ordering. All frames and lenses sales are final. Once payment is collected and an order is placed, orders cannot be cancelled.

### Frames and Lenses

- Many of our frames are sourced from independent vendors and due to the unique nature of these selections, frames cannot be returned or refunded once they leave our office. This policy ensures that we can stand by the quality of our products and maintain our commitment to providing you with the best eyewear possible.
- Many of our frames come with a manufacturer's warranty. If you experience any defects or issues within the warranty period, please let us know so we can assist you with the appropriate next steps. Please note this does not cover breakage or damage outside normal wear and tear and/or factory defects.
- All lenses are custom made to your specific prescription. While they **cannot be returned**, we do offer a lens remake within **30 days of purchase** if deemed appropriate by the provider. If you are having difficulty adapting to your new prescription or lenses or feel the prescription is not correct- we will gladly work with you to remake the lenses. Your comfort and satisfaction with your eyewear and vision is our top priority.

### Patient Provided Eyewear

- Radiant Eyes takes every precaution to ensure the safety of your personal eyewear, however, accidents, and unforeseen circumstances can happen. Frames over 1 year old or that have visible signs of wear and tear may have an increased likelihood of damage or breakage. We are not able to make guarantees about frames purchased elsewhere or frames outside their warranty period. Radiant Eyes is not liable for any damage, breakage, or loss that may occur during the processing, shipping, or handling of frames not provided by Radiant Eyes or those outside their warranty period.

### Prescription Accuracy, Rechecks, and Adaptation

- At Radiant Eyes, we take great care to ensure the accuracy of your glasses prescription. It is normal for vision to fluctuate or change throughout the day. Vision fluctuations can be caused by prolonged near work, eye fatigue, dry eyes, underlying health conditions, and certain medications. These factors can all impact your vision and the results of your examination at the time of testing.
- We offer 1 complimentary prescription recheck within 90 days of your eye examination. If you experience any changes in your vision after this period, additional evaluation may be required as prescription changes or other health conditions could be impacting your vision. A refraction or office visit fee will apply to visits outside the 90 day recheck period.
- It is recommended to wear your new prescription consistently for two weeks to allow your eyes to adjust. If you are wearing glasses for the first time or using a progressive lens for the first time, an adaptation period is to be expected.

Our goal is to provide the highest quality eyewear and vision care. If you have any concerns with your vision, prescription, or eyewear please reach out to our office for a consultation.

### Acknowledgement

I have reviewed and understand the policies outlined in this agreement. I understand that I have **30 days from the date of purchase** to initiate a lens remake if necessary. I acknowledge that if deemed appropriate I am allowed one complimentary **prescription recheck within 90 days of my exam** and any evaluation beyond 90 days will have fees associated with the re-evaluation.

**Patient Name:**

**Date of Birth:**

**Patient Signature:**