



**We want to provide you with the best vision possible. To accomplish our goal, we strive to provide our patients with accurate prescriptions, the best quality products and superb craftsmanship. We want you to be completely satisfied with your eyecare purchase.**

### Prescription Corrections

- ☞ In the event we need to adjust your glasses prescription, we offer prescription verification, refraction and lens remake at no charge. The policy allows repeat refraction (when needed) and one lens remake within 90 days of the original order. **There will be a charge on repeat refractions when eyewear is not purchased from our office.**

### Lens Defects

- ☞ All lenses purchased in our office are guaranteed free of defects at the time of dispensing. While highly unlikely, if a lens defect was missed during inspection, we will remake the lens within 90 days of the original order date. The policy does not include scratches or any breakage occurring during the 90-day period.

### Scratch Warranty

- ☞ We offer the very best lens technology available today. When cared for properly, scratched lenses are rarely an issue. However, if scratches do occur during the first 12 months of normal use, we will provide a one-time remake of both lenses, using the original prescription and frame. The warranty does not apply to patient abuse or hairline scratches not affecting vision or appearance of the lenses. Warranty does not apply to industrial or sports eyewear due to the nature of their use.

### Frame Warranty

- ☞ Your frame is covered against manufacturer defects for one year. We will replace your original frame if breakage occurs during normal use. If your frame is no longer available, we will substitute a like frame of equal quality and price. The one-time replacement policy does not cover excessive stress or abuse.

### Order Cancellations – Same or next business day

- ☞ If you choose to cancel your glasses order the same or next business day, and your lens order has not been processed, we will credit your account toward a future purchase or offer a full refund for lenses and frame (less a \$25.00 restocking fee.)
- ☞ After the next business day or if your custom lenses were already made, the cancellation is considered a product return and a full refund is not offered.
- ☞ A 50% returned lens cost credit will be applied to your account for use towards a future purchase.
- ☞ Only the frame cost is refundable (less a \$25 restocking fee).

### Product Returns

- ☞ Once your custom spectacle lens order has been processed by the lab, we cannot offer a full refund. Within 90 days of your original order, we offer a 50% returned frame and lens credit.
  - The frame credit allows you to apply 50% of your out of pocket cost towards a new frame.
  - The lens credit allows you to apply 50% of your out of pocket lens cost toward the replacement purchase of new lenses. Occasionally, the lab will allow us to use your scratch warranty to remake the lenses at no cost. You will be notified of your options after we have spoken to the lab.
- ☞ All returns must be fully processed (and replacement frames and lenses ordered) within 90 days of the original order date.
- ☞ Some vision plans may require us to follow their return policies. If you have a vision plan, you will be notified of any additional restrictions.
- ☞ After 90 days, we cannot refund any spectacle orders.

### Progressive Lenses

- ☞ We offer the most technologically advanced progressive lens designs available. Consequently, we achieve a very high degree of patient satisfaction. In the unlikely event you are among the 3% of the population that cannot adapt to the new progressive lens designs, we will make new single vision or bifocal lenses within 90 days of purchase at no additional charge. The difference in lens cost is not refundable.