

COASTAL FAMILY EYE CARE, L.L.C.

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FRAME WARRANTY

All frames include a 1-year warranty against manufacturer defects at no additional charge. Frames are not warranted against accidental breakage or loss. Opticians must use their discretion in determining whether the manufacturer will consider the damage was a result of a defect or breakage and the manufacturer will have the final say.

If the frame breaks after the 1-year warranty expires, patients may purchase a new frame at the retail price, and we will mount patients lenses into the new frame.

As frames age, they may become brittle in ways invisible to the human eye. If an older frame is no longer being manufactured and is not available for purchase the patient assumes all risk when putting new lenses into their frame. For example, if the patient picks up their glasses and they break after 1 week, the lab will not remake the lenses into a different frame. The lab considers this to be a new order and the patient would be responsible to pay for the cost of the new lenses and new frame.

LENS WARRANTY

A one-time lens remake and or refraction re-check will be granted, typically free of charge (up to doctor discretion), within 90 days (3 months from the date of the original eye exam or glasses order) under the following conditions: RX change, Optical center change, PD change, Segment height change, Lab error.

If a patient chooses to upgrade their lens options within 90 days, then patients must pay the applicable upgrade charges. If a patient chooses to downgrade their lens options no refunds will be given, we will simply redo the lenses at no charge.

Technology does not exist to "buff out" or polish lenses that are scratched or chipped. Lenses can only be replaced by purchasing new lenses or using a manufacturer warranty, if available. Lenses are warranted for 1 year at purchase date. This includes antireflective, transitions, and scratch warranties.

Frame re-styles will only be allowed once at the discretion of optician. Patients are ultimately responsible for choosing their own frame style, fit and color so please decide wisely and use the optician for assistance if you are unsure a frame style works for you.

Once insurance benefits have been billed the benefits cannot be reinstated.

ALL SALES ARE FINAL, THERE ARE NO REFUNDS OR RETURNS ONCE GLASSES HAVE BEEN ORDERED AND PROCESSED.