

# RETURN and WARRANTY POLICIES

## Professional Services

Copays and fees for professional services must be paid in full at the time of service. Professional fees (examination, refraction, contact lens fitting/ evaluation, or any services performed “by the doctor”) are not refundable.

## Frame

All frames have a limited, single-use 6-month warranty from the date of purchase for frame manufacturer defects. This warranty does not cover cosmetic scratches, stretching or breakage of the frame, accidental damage, wear and tear through general use, theft, or misplacement. Any alterations or gluing of frames will void the warranty. Replacement of materials will be subject to manufacturer availability. Defective frames will be replaced for a 15% handling fee. \*\*Due to insurance regulations, frame exchanges are not allowed.

## Prescription Lenses

All prescription lenses are custom made to your eyes, in which the lenses are designed specifically for your prescription and frame of choice. Therefore, they cannot be reused and are not eligible for refunds.

If you are unhappy for any reason, please bring them back to us so we may modify them to meet your expectations. We offer a one-time remake for lenses of equal or lesser value at no charge within 30 days in the original frame. In the case of non-adaptation, progressive lenses may be exchanged for single vision or bifocal lenses. Any original payments associated with progressive lenses are non-refundable.

A one-time 12-month warranty is offered by the lens laboratory. For all laboratory approved warranty, a \$25 charge applies for handling fee.\*\* Lenses purchased through vision insurance plans are subject to insurance lab policies and restrictions.

## Contact Lenses

Contact lenses can be exchanged or returned for store credit within 1 year if your prescription has changed. Contact lenses must be unopened, undamaged, and unmarked to be eligible.

If eyewear or contact lenses are ordered, a deposit of 50% is required. The balance is due in full on the day of dispensing. Eyewear not picked up within 180 days will be considered abandoned and donated to the Lions Club with the deposit forfeited.

My signature below attests that I have received, read, and agreed to the return policies stated above.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

(Patient or Parent/Guardian if minor)