



SATISFACTION GUARANTEE

EYEWEAR

We offer a 30 day courtesy on the purchase of frames. If you are not completely satisfied, we will offer ONE FREE exchange of a non-defective unworn frame for another of equal or lesser value. You may also return the frame for a refund, less a 15% restocking fee, within 30 days of purchase. If eyewear is broken or defective, the manufacturer's warranty may apply.

Frames ordered for patient approval will be charged \$20 shipping, which may be credited towards the cost of the frame.

FREE adjustments and cleanings are given for the life of the frame. While we take every precaution when handling your frame, it is possible for damage to occur. Frames purchased elsewhere and/or outside warranty are adjusted at your own risk. Replacing lenses in existing frames is done at your own risk.

LENSES

Lenses are customized to fit you and personalized with your prescription and therefore will NOT be refunded. Orders may only be cancelled if the lab has not yet started your order. If you are not satisfied with your vision, the doctor will re-check the prescription at no extra charge within 60 days of purchase. If there is a prescription change or you are unable to adapt to your new lenses, we will exchange your lenses for another type, up to the original value, at no additional charge within 60 days of purchase. Lab errors or defective lenses will be re-made at no expense. Warranties may apply to defective lens coatings. Any add-ons and upgrades to lenses will be the responsibility of the patient.

Patients with outside doctor's prescription changes will be given one remake within 60 days and may be charged for a refraction, if requested. Refunds will not be given.

CONTACT LENSES

Contact lens services are NOT refundable and expire 90 days from the date of initial fitting. Conventional and custom contact lenses have a 60 day warranty for defects or prescription changes, but are otherwise non-refundable. Disposable contact lenses may only be returned if the boxes are purchased from our office and are unopened, unexpired, and unaltered. The amount of the return will be credited toward your account. Refunds will not be given.

****VISION INSURANCE POLICIES APPLY TO THOSE USING MATERIAL BENEFITS AND VARY ACCORDING TO YOUR PLAN.**