

# OPTICAL WARRANTY



Patient: \_\_\_\_\_

Date: \_\_\_\_\_

## SCRATCH PROTECTION

Replacement warranty for scratch coated lenses :

\_\_\_\_\_ Unlimited 2 Year      \_\_\_\_\_ Unlimited 1 Year      \_\_\_\_\_ 2 times/2 years      \_\_\_\_\_ 1 time/1 year

(Manufacturer defects/Lab Errors will be replaced at no-charge if office is notified within 90 days of invoice.)

## ADJUSTMENTS

We offer Free Comfort Refresh service on all frames sold during the life of the frame. This includes ultrasonic cleaning, nose pad replacements, screw and temple tightening, cleaning cloth replacement and lens cleaner refills.

## FRAMES

Damaged or broken frames due to a manufacturer's defect will be replaced at no charge within 1 year of the original order. Damage caused by an accident, pets, rough handling or loss is not covered under the manufacturer's warranty. Frame changes after the original order is placed will be subject to a \$25 restocking fee, unless it is covered under the manufacturer's warranty. Please be aware that any use of glues or soldering materials will void the manufacturer's warranty.

## PROGRESSIVE/NON-ADAPT

We do not issue refunds for non-adapt of lens material or design. However, if you are having difficulty adapting, you can replace your lenses one time at no charge within the first 90 days of the original order. Any upgrades in lens material or design will be at an additional cost to the patient.

## REFUNDS

Due to the personal and unique nature of your prescription, we cannot refund your purchase. Our goal is to work with you closely to ensure a perfect fit the first time.

## DOCTOR'S CHANGE/PROFESSIONAL ERROR

If the doctor changes your prescription or there is an error in the order, lenses will be remade at no charge within the first 90 days of original order.

## PATIENTS PREVIOUSLY PURCHASED FRAME

If you choose to reuse a previously purchased frame, please note there is no warranty of coverage or refund available in the event the frame breaks or is defective in anyway. Although this is unlikely, breakages can and do occur in previously owned frames.

## CLEANING AND CARE INSTRUCTIONS

Only use eyeglass cleaner approved for anti-reflective coatings and a microfiber cleaning cloth to clean your lenses. For deep cleaning, gently rinse your glasses in cool tap water to remove dust or other debris to prevent scratching of your lenses. Use water and tiny amount of lotion free dish soap to gently rub both sides of lenses and all parts of the frame. Thoroughly rinse and use a lint free cloth that has not been laundered with fabric softener to carefully dry lenses. Avoid exposing the lens surface to chemicals such as hairspray, cologne, household or industrial solutions. Keep glasses in a protective case face up and avoid sun or hot water as they can damage the lens coating and frame.

**I have reviewed and understood all conditions of this warranty and have been given a copy for my records.**

Patients Signature \_\_\_\_\_

Date \_\_\_\_\_

Witness \_\_\_\_\_

Date \_\_\_\_\_