

## Warranty Information & Return/Exchange Policy

### **I. Non- Prescription Merchandise**

Non-refundable. Returns may only be authorized for store credit. Merchandise returned for credit or exchange must be received in original condition within five (5) business days of the original purchase date. Warranty inquiries and claims should be made directly with the manufacturer. *Exception:* Non-prescription sunglasses that are not damaged, have not been adjusted for fitting, and include original packaging may be exchanged within thirty (30) calendar days of the original purchase date.

### **II. Prescription Eyewear**

Non-returnable and non-refundable. Warranty coverage may apply.

#### **a. Frames**

Non-returnable and non-refundable unless authorized under warranty. All frames are warranted against defects in workmanship for a period of One (1) Year from the original purchase date, unless otherwise noted. † Defects in workmanship include, but are not limited to: structural design, hinges, and welding points. Frame warranty excludes coverage for lost, broken, or stolen items, damage due to accidents or misuse, frame scratches or tarnish, or intentional mishandling.

Under warranty replacement, a defective frame will be exchanged for the same item. In the event that the defective frame is no longer available, it may be replaced with an item that is comparable in quality, price, and style. See an optician for further details.

All frames purchased during a sale, clearance, and/or closeout are final.

#### **b. Prescription Lenses**

Non-returnable and non-refundable. Lenses will be ordered, processed, and inspected based on individual wear and prescription. A one-time lens remake may be authorized within twelve (12) months of the original purchase date. The lens remake will be identical to the original order in components and prescription. If a specific lens option becomes unavailable, the component will be replaced by a similar product based on quality, price, and style. There is no charge for a lens remake.

##### **i. Anti-Reflective Coating**

Anti-reflective coatings are warranted against manufacturer's defects (hairline scratches, peeling, crazing) for a period of twelve (12) months from the original dispense date. ‡ To qualify under this warranty, the old lens(es) must be provided for return to the manufacturer. The lab may require a client's frame for lens replacement. \*

##### **ii. Scratch Coating**

Lenses with a manufacturer-supplied scratch coating are warranted against manufacturer's defects (as defined under II.b.i) for a period of twelve (12) months from the original purchase date. The lenses will only be remade in the original prescription and cut and edged for the original frame. To qualify under this warranty, the old lens(es) must be provided for return to the manufacturer. Please remember that scratch coats are only scratch-resistant and not scratch-proof. An optician will determine whether or not a coating has failed. The lab may require a client's frame for lens replacement. \*

### **III. Non-Adapt Policy**

Lens replacement under this Non-Adapt Policy does not extend the original warranty terms for lens coatings (12 months).

#### **a. Photochromic Lenses**

A one-time lens exchange, up to the original value, may be authorized due to the inability to adapt to photochromic lenses. The change must be made within ten (10) business days of the original dispense date. Refunds will not be authorized. Extra fees may apply. The lab may require a client's frame for lens replacement. \*

#### **b. Progressive Lenses**

A one-time lens exchange, up to the original value, may be authorized due to the inability to adapt to progressive lenses. The change must be made within ten (10) business days of the original dispense date. Refunds will not be authorized. Extra fees may apply. The lab may require a client's frame for lens replacement. \*

### **IV. Cancellation Policy**

Custom-made progressive prescription lens orders cannot be canceled at any time. Single vision lens orders must be cancelled by close of business on the same day in order to receive a refund. If the lab has started processing the order, all costs for completed work associated with the order will become the client's responsibility. In the event that the lab has not processed the order, a full refund may be issued.

### **V. Doctor's Change**

A one-time Doctor's Change will be honored for a period of six (6) months from the original dispense date. Changes outside of the prescription may result in additional fees and will be the client's responsibility. The old lens(es) must be provided for return to the manufacturer.\*

†Normal wear and tear and/or abuse are not considered manufacturer defects. Manufacturer guidelines will apply. Consult with an optician for details.

Manufacturers offering a Two (2) Year Warranty: Lafont (Reedition line only), OGI Eyewear (including Seraphin), Marchon Eyewear, Silver Dollar. Manufacturers offering Lifetime Warranty: Europa (Scott Harris).

‡Some manufacturers offer anti-reflective coatings with extended warranties. See an optician for details.

\*Note: Failure to provide a frame and/or lens when required for a lens remake or frame warranty exchange will void this policy.