



Optical Patient Care and Warranties

For 30 days after the date of pick up, if for any reason you are not completely satisfied with your eyewear purchase, we will adjust or repair your eyewear to your satisfaction. If you choose to restyle your eyewear with a new pair of equal or lesser value, you will be charged a restyle fee of \$100.00. This guarantee is limited to one exchange. If the replacement pair is of a higher value than your original purchase, you will be responsible for the difference. Due to the highly customized nature of prescription eyewear, we are not able to return your customized eyewear.

Progressive Lens Guarantee – For 90 days after the date of pick up, if you are not completely satisfied with your new progressive lenses, we will remake your lenses into a lined multi-focal at no additional charge.

Follow up Care – You will receive free adjustments, minor repairs, nose pads and cleaning from our optical team for the life of your eyewear.

Frame and Lens Warranty

Lenses and Frames are guaranteed against manufacturer defects for one year after the original date of purchase. The defective portion of the eyewear must be returned for the manufacturer's warranty to be valid. The manufacturer's warranty covers any frame or lens defect, however, does not cover abuse. Eyewear that is destroyed, lost or stolen is not covered by the warranty.

****The manufacturer's warranty applies only to private pay patients. If you have used insurance to purchase your eyewear, please refer to your insurance provider to determine whether a warranty replacement is available.***

Examples of covered manufacturer defects include but are not limited to stress fractures, crazing of lens coatings, delaminating of lenses, lens chipping, and frames breaking at the solder point. Examples of non-covered items include but are not limited to deep gouges in the lens caused by abuse, scratches due to improper cleaning, dog chewing, cement scraping, or glasses broken by being stepped on.

If a non-covered item occurs within one year of the original purchase, we offer a 50% discount off repair or replacement parts. This discount does not apply to lost or stolen eyewear.

Prescription Changes

All prescription lenses are covered under a doctor's prescription change policy. This policy covers a one-time doctor's prescription change, valid for 90 days from the original date of purchase.