

MANUFACTURER DEFECTS IN MATERIALS & OFFICE POLICIES ON SALES

FRAMES: Frames are warranted for one year against manufacturer defects. They are not warranted against accidental damage or misuse. If the frame is discontinued and still under warranty by the manufacturer then replacement or repair with a comparable product may be done. There is no warranty for a change of style or preference of frames.

LENSES: Both the Lab and this office make every effort to ensure they are defect free. If you discover a defect, please bring it to our attention as soon as possible so that we may promptly correct the problem. Safety is our highest concern. We recommend polycarbonate for children and wherever safety from impacts is the greatest concern.

NON-ADAPTATION: Prescribing is part art and part science. Occasionally a patient may require a change in their prescription that may exceed their ability to adapt to it perceptually. Given enough time the brain can adapt. Occasionally, it may be necessary to change or modify the prescription to facilitate this adaptation. There is no charge for re-examination due to “non-adaptation” within 30 days. Material costs for a remake due to a clinical change, lab error or non-adaptation will be free within 30 days of purchase. There is no warranty for a change of style or preference of lens options.

ANTI-REFLECTION COATING: If the coating is deemed defective by the lab within one year of purchase it will be stripped and re-coated at no cost. This covers, crazing, cracking and delamination. There is no scratch resistant warranty on these coatings.

SCRATCH RESISTANT COATING: No lens is “scratch proof”. Lenses with front and back scratch resistant coating will be replaced within one year of their sale, for small scratches, when properly maintained. There is no warranty for dropping the lenses or scratches resulting from improper handling.

CONTACT LENSES: Trial lenses will be replaced during the initial 30 days of a fitting at no charge. Ripped, torn, damaged or lost lenses will not be replaced after their sale without a charge. They will be replaced at no charge only if the damage is deemed to be a result of a manufacturer defect.

CONTACT FITTING FEES: There are no refunds on contact lens fitting fees.

CONTACT LENS PRESCRIPTION RELEASE: All prescriptions expire one year from the date of the last ocular health evaluation and examination. We only release un-expired prescriptions to another licensed professional. All prescribed follow up visits must have been completed.

EXAMINATION FEES: There are no refunds on examination fees. Re-examination due to clinical or laboratory errors will be done at no additional fees.

RETURNS: All returns of unused materials must be made within 30 days of purchase date.

Signature: _____ Date: _____