

LIMITED FRAME AND LENS WARRANTY



Because your eyewear has been custom made, based on your doctor's specific prescription and your input and approval, returns of finished eyewear should be rare and the responsibility for such returns or exchanges is shared by both you and Visionary Eye Care (VEC). ***A time limit of 90 days from date of delivery will be placed upon returns.*** Any sale that has exceeded those limits will be considered final. ***All returns will be limited to clinic credit. No cash refunds will be allowed.***

Frames, including non-prescription sunglasses, ordered from vendors at patient request are considered final sales and cannot be cancelled or returned for any reason once the order has been placed.

Frames that are sold from the VEC displays without an accompanying order for lenses are treated as non-prescription sunglasses. Once taken from our store, these may not be returned.

Returns of unworn products will be accepted with a \$35 restocking fee, as long as all accessory items, including carrying case, cloths, and all other packaging are included. Any noted signs of wear or missing items that might prevent resale will cause the return request to be declined.

Your complete eyewear purchase comes with a complimentary bottle of cleaning solution and cloth. ***Please clean your lenses with only this cloth to avoid scratches.*** You may bring in your empty bottle to receive a free refill of your cleaning solution. However, a minimal \$5.00 fee will be assessed if you require a new bottle & cloth.

Lenses are made to the prescribing doctor's Rx. It may be necessary to alter an original prescription or lens choice on occasion, or to address the patient's adaptation to new products. In such an event, a 90 day limit is placed on such orders. This is a one-time change allowance at no additional charge. When a change is made, an additional thirty days will be allowed to evaluate the revision.

Due to the cost of lenses, additional changes after the 1-time revision, will occur at the financial responsibility of the patient.

Transactions that are changed or cancelled at patient request after the lenses are in process at the laboratory, but not completed, will be assessed fees for lab cost incurred, and staff time consumed to place and cancel or change the order.

When a change is made to upgrade materials beyond the value of the original purchase, the patient will be charged the appropriate fees for the upgrade.

Base lenses (excluding plastic) have a 1-year, 1-time scratch warranty.

Anti-reflective (A/R) coatings such as Crizal, have a 2-year scratch warranty.

Progressive Lenses (no-line bifocal) may take some adaptation time. If you are not satisfied with the quality or performance of the lenses, we will remake the lenses one time at no charge. This is used to change the fit of the progressive and will be the same material and design. If you cannot adapt to the progressive lenses, and decide to return to conventional lenses, the progressives will be credited and conventional lenses will be billed at full charge, plus \$35 restocking fee for reprocessing. After exercising this option, additional changes will be charged at 50% of the retail cost until the patients is satisfied.

We accept and fill prescriptions written by doctors not affiliated with VEC. With regard to changes in the order, we treat such orders exactly as we would treat an order prescribed by one of our own doctors.

If you choose to take a prescription issued by our doctors to a different optical store, a minimal fee will be charged to read your pupillary distance (PD).

The patient may choose to use his own frame for purchase of lenses. VEC charges a tracing fee for the frame, if it was not originally purchased here, to ensure the shape and size of the lenses ordered.

VEC offers a wide selection of frame and lens options; however, we understand that the patient may still wish to have their prescription filled outside our office. In this circumstance, we offer no warranties, guarantees of satisfaction, or re-makes for your frame and/or lenses purchased elsewhere. Please verify the terms of return or exchange carefully from the outside store prior to purchase.

When third parties such as government agencies or insurance providers are involved, they dictate the terms of purchase, and the return policy will be modified by VEC to reflect those terms. Restocking fees still apply, and credit given to the patient by VEC won't restore the lens benefits provided by the insurance plan.