



## Eyeglass Exchange Policy

Customer Satisfaction is our top priority. We use only the finest lenses, labs and materials available. All prescription eyeglasses must pass a stringent quality control inspection and all frames are warranted for one year against manufacturer's defects. In the unlikely event that an error is made in your prescription eyewear, we will promptly remake the lenses to our 100% accuracy standard.

Please note that prescription lenses and coatings are custom orders and cannot be used for anyone else; therefore, once the order is placed, lenses are non-refundable. If within 30 days of receipt you wish to exchange a frame (returned in new condition), you will be charged a \$35 restock fee and the difference of the new frame cost. If new lenses must be fabricated to accommodate the new frame, a lens credit of 50% of the total patient out of pocket cost (including coatings and tints) will be applied to the cost of any new lenses ordered. However, because the lenses were custom made for your eyes, prescription lenses and coatings are non-refundable.