

Eye Health Services Optical Refund, Return and Cancellation Policy

Non- Prescription items are not refundable. Items are warranted against manufacturer defect for a period of one year from purchase date and will be replaced with the same or like item. Non-defective product returned for credit or exchange must be received in original condition within 7 days of purchase date.

Prescription eyewear cannot be returned for refund.

Warranty and exchanges may apply. See below.

Frames

*All frames are warranted against **defects in workmanship for a period of one year from date of purchase.

Frames may be exchanged for full credit one time for patient satisfaction up to 10 days from date of purchase . Lens fees may apply. See Optician for details.

Prescription lenses

Lenses will be made and inspected to the specification of the prescription given and with the material and options you have selected. If the lens fails as a result of a manufacturers defect for a period of one year from purchase date we will replace with the identical item in the original prescription at no charge to you.

Coatings

*****Anti reflection coatings** are warranted with full lens replacement at no cost to the customer for a period of one year from date of dispense for coating failure including hairline scratches, peeling and crazing.

Scratch coatings

Lenses with manufacturer supplied scratch coatings are warranted and will be replaced one time for a period of one year from date of purchase with the original lens and RX.

Non Adapt Policy

Plastic photosensitive lenses - if not satisfied with lens performance they may be exchanged for another lens type, of your choosing ,up to original value. Change must be made within 30 days of original order. **No refunds.**

Progressive lenses - If for any reason you are not able to adapt to using the Progressive lens we will replace those lenses within 90 days of receipt with either a pair of single vision dist and near lenses or a lined bifocal. **No refunds.**

Cancellation Policy

In the event you wish to cancel your order it must be done by the close of business on the day of order to receive a full refund.

All costs incurred once a prescription order has been started at the lab whether or not completed will be the customers responsibility therefore may not be eligible for full refund.

Outside Drs. Changes

One Drs Change will be honored for a period of 45 days from date of dispense. Costs associated with changes other than prescription will be the responsibility of the customer. Subsequent changes will be made at 50% of original cost unless otherwise noted on prescription.

** Children age 16 and under qualify for unlimited frame and lens replacement if scratched or damaged for a period of one year from original purchase date..*

***Scratches and fatigue from obvious abuse are not considered defects. Manufacturer guidelines will apply.*

****Ultra AR coatings may have extended warrantees, please check with optician.*