

RETURN POLICIES

Professional Services

Professional fees (*examination, refraction, contact lens fitting/ evaluation, or any services performed "by the doctor"*) are not refundable.

Frames

Within **30 days** of the order date, if you are not fully satisfied with your frame purchase, we will offer a **one-time** re-frame style. Select frames have a limited, one-year manufacturer's defect warranty. Any alterations or gluing of frames will void the warranty. Please note, due to insurance regulations, frame exchanges may not be allowed.

Sunglasses

All non-prescription sunglasses may be exchanged **within two days** of purchase. They must be returned in new condition and with the original case. Full credit will be applied to the patient's account to be used toward future purchases. Unfortunately, no refunds can be issued.

Maui Jim, Costa, and Oakley lenses are specialty lenses custom made in their own labs. Therefore, the brand frame and lenses can only be exchanged for the same frame and lens set. Exchanges can only be made within **30 days** of the date of purchase. If progressive lenses have been ordered, and there is a non-adapt issue, we will remake the lenses to single vision at no additional cost to you. However, no refunds can be issued due to expenses incurred by the laboratory.

Lenses

All glasses are custom made. Therefore, any cancellation **within 14 days** of the order date will be refunded **up to 50%** of the purchase price due to the costs already incurred by the laboratory. If progressive lenses have been ordered and you cannot adapt to them, we will have them remade to single vision, bifocal, or trifocal lenses at no additional costs. However, you will not get a refund due to the expenses incurred by the laboratory.

Within 30 days, if you are not satisfied with your prescription or lenses, please call the office and speak with an optician to help you with this matter. Certain coatings have a limited 1- or 2-year warranty against manufacturer's defect.

Contact Lenses

Unopened, undamaged, unmarked, and unexpired contact lens boxes may be exchanged or returned for full credit toward the purchase of contact lenses or eyewear **within six months** from date of purchase.

My signature below attests that I have received, read, and agree to these return policy terms:

Signature: _____ **Date:** _____

(Patient or Parent/Guardian if minor)

We offer unlimited cleanings and adjustments for any glasses purchased in our office at no extra charge.

