

## **Frame and Lens Warranty**

### ***Frame Warranty***

All frames include a 1-year warranty against manufacturer defects at no additional charge. Frame are not warranted against accidental breakage. Opticians must use their discretion in determining whether the manufacturer will consider the damage was a result of a defect or breakage and the manufacturer will have the final say.

If the frame breaks after the 1-year warranty expires, patients may purchase a new frame at the retail price and Precision Optometry will mount the patient's lenses into the new frame.

If patients choose to place new lenses into an old or new frame that was not purchased in our office, Precision Optometry will not be held liable if the lab breaks or damages the frame. Agents of Precision Optometry will not adjust, fit or make any modifications to frames when not purchased at Precision Optometry.

As frames age, they may become brittle in ways invisible to the human eye. If an older frame is no longer being manufactured and is not available for purchase the patient assumes all risk when putting new lenses into their frame. For example, if the patient picks up their glasses and they break after 1 week, the lab will not remake the lenses into a different frame. The lab considers this to be a new order and the patient would be responsible to pay for the cost of the new lenses and a new frame.

### ***Frame Re-styles***

No frame re-styles will be allowed once frames have been ordered and processed by the lab. Patients are ultimately responsible for choosing their own frame style, fit, and color.

If a patient chooses to proceed with a frame re-style they may choose a new frame and will receive 50% off the retail price. The original frame belongs to the patient. If the patient has their one-time lens re-make available they may re-make their lenses into the new frame at no charge. This will exhaust the patient's one-time lens remake. All lens remakes must be made within 6 months of the original purchase date.

Once insurance benefits have been billed, the benefits cannot be reinstated.

**ALL SALES ARE FINAL, THERE ARE NO REFUNDS OR RETURNS ONCE GLASSES HAVE BEEN ORDERED AND PROCESSED.**

### ***Lens Remakes***

All patients are eligible to a one time lens remake within a 6 month period from the date of purchase. We can only remake your lenses one time. You may make multiple changes to your lenses at the same time using your one time lens remake. Examples of lens remakes include frame re-styles and prescription changes.

A one-time lens remake with refraction re-check will be granted, free of charge, within 90 days (3 months from the date of the original eye exam) under the following conditions:

- A) Rx change
- B) Optical center change
- C) PD change

- D) Segment height change
- E) Lab error.

If a patient seeks a remake on their glasses after 90 days but not more than 180 days (6 months) after the lab shipment date, we will charge the patient a \$60 refraction fee (if new refraction is required).

After 6 months, the lab will not make any prescription changes or doctor changes to the lenses and the patient must pay in full. After 6 months the lab considers any changes to be a new order.

If a patient chooses to upgrade their lens options within 90 days then patients must pay the applicable upgrade charges.

If a patient chooses to downgrade their lens options, no refunds will be given, we will simply redo the lenses at no charge.

Technology does not exist to “buff out” or polish lenses that are scratched or chipped. Lenses can only be replaced by purchasing new lenses or using a manufacturer warranty, if available. Lens manufacturer warranties vary as follows, with dates commencing from the date they were shipped from the lab.

### ***Anti-Reflective Coatings***

-Standard Anti-Reflective Coatings labeled A, B and C have a one-time, 1-year warranty. We will remake the lenses at no charge one -time within 1 year for any scratches .

-Premium Anti-Reflective Coating labeled D has a two-time, 2-year warranty. We will remake the lenses at no charge two-times within 2 years for any scratches.

### ***Polycarbonate, HI-Index, and Trivex***

All have a one-time, 1-year warranty because they include a scratch-resistant coating.

### ***Light-Reactive***

These lenses have a one-time, 1-year warranty because they include a scratch-resistant coating.

### ***Plastic CR-39 Lenses***

Plastic lenses do not have a scratch warranty

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