



## Spectacle Purchase & Warranty Information

Thank you for choosing Advanced Eye Care & Surgery as the provider of your new eyewear purchase.

We appreciate your business and hope that you are completely satisfied with your new glasses. Our policies regarding warranties and remakes are provided inside.

### **OPHTHALMIC FRAME WARRANTY**

We are proud to offer a one year warranty from date of purchase on manufacturer's defects for ophthalmic frames which includes: defects in workmanship, suture breaks, spring hinge breakage, and excessive paint chipping. It does not cover abuse or accidental damage. Specially marked "Sale" or "Value Line" frames are excluded from the above manufacturer's warranty. A \$10 shipping fee will be charged for frames placed under warranty. If overnight service is requested, a \$30 fee will be charged.

We are always happy to provide frame adjustments free of charge to enhance the comfort of your new spectacles. No appointment is necessary for frame adjustments.

Minor repairs and some replacement parts (nose pads, screw replacement, rimless bushing repair, etc.) are covered for one year from the date of purchase. After this initial period, these parts and services are available for a small fee.

### **OPHTHALMIC LENS WARRANTY**

Lenses are allowed a one-time / one-use remake for scratches or defects that occur within one year from date of purchase. Lenses used in safety and sports goggles are excluded from warranty due to the nature of the environment in which they are used.

### **CR-39 LENSES**

CR-39 plastic lenses are not under warranty for scratches if scratch resistant coating and ultra violet (UV400) protection are not purchased for the lenses. Due to their brittle nature, CR-39 lenses are not under warranty for breakage or chipping, regardless of coatings purchased. Because of this, CR-39 lenses will not be ordered for patients under 18 years of age or mounted into rimless frames.

### **ADAPTATION**

Everyone adapts to a new prescription differently. Because of this, we ask that you wear your new glasses for at least two weeks before seeing the doctor for possible changes in prescription. Our optical staff will work with you to address any concerns you may have during this adaptation period and provide any necessary adjustments and recommendations.

### **REMAKES**

Spectacle lenses will be remade once at no charge within 90 days of the date of your eye exam for changes in your prescription or optician's measurement changes only. Any add-ons to original purchase (coatings, tints, lens treatments, etc.) may be added for full retail replacement cost of the lenses, whether alone or with a prescription change. New lenses may be purchased with a courtesy 30% discount for additional prescription changes and prescription changes incurred after 90 days of your eye exam.

Remakes for upgrades in lens design will be charged the difference in Usual & Customary fees between the lens designs. No refunds will be issued for lenses remade in simpler lens design.

In cases of change in frame selection once spectacles have been made, the difference in Usual & Customary fees between frames will be charged and a courtesy 30% discount will be given for new replacement lenses made for the new frame. No refunds will be issued for changes to a less expensive frame.

### **DISCOUNTS FOR NO INSURANCE & MULTIPLE PAIR PURCHASES**

Our office is happy to extend a courtesy 20% discount on all optical frames and lenses purchased without insurance. 2nd or multiple pair eyewear purchases receive a 20% discount within a year of original prescription date.

### **CUSTOM-MADE PRODUCTS**

All prescription lenses are custom-made products. No refunds will be issued for Frame & Lens orders that have been placed.