

Return & Exchange Policies

Prescription Eyeglasses and Sunglasses:

Prescription eyewear is a special made product; therefore, we are not able to accept returns for a full refund. Once the order is paid for, it is sent immediately to the lab to provide you the quickest turnaround time. Unfortunately, this does not allow much time for orders to be cancelled. Once the order is in production, we are not able to cancel the order, therefore a full refund cannot be provided.

Frames: We allow a **one time** frame exchange within 30 days of the original purchase date if you are not satisfied with your frame choice. All frames are under manufacturer warranty for any manufacturing defects for up to one year from the date of purchase. ***This warranty does not cover accidental damage, scratches, or normal wear and tear. SUPER GLUE WILL VOID ANY WARRANTY COVERAGE. A two-way shipping and handling fee of \$20 may be charged for any warranty replacement.***

Lenses: We allow for a **one time** exchange in the case that you want to add/remove coatings or other treatments or exchange the frame. This must be done within 30 days of the original purchase date. Some lenses, such as Varilux or those that include Crizal AR, are warranted against defects for a period of one year. Please consult an optician with questions about the warranty on your lenses. ***This warranty does not cover accidental damage, scratches, or normal wear and tear.*** In the case that you cannot adapt to a progressive style lens, we guarantee replacement with a lined bifocal or lined trifocal. ***There will be no refund for the difference in lens price.*** If there are any discrepancies between the Doctor's prescription and the lenses manufactured by the lab, any adjustments to the prescription lenses are included at no charge within 60 days. In the case that your prescription fluctuates, for any reason, within 90 days, a fee may be charged for each additional pair of lenses. **After 90 days, any change in prescription is not covered under warranty and lenses will be charged at full price.**

Warranties:

Any lens or frame that is covered under warranty may be replaced ONE time at no charge. Any additional warranty replacements are subject to a \$20 fee each time.

Contact Lenses:

Unopened boxes of contacts can be returned or exchanged within 60 days of purchase with the original receipt. Credit will NOT be given for opened, damaged or marked boxes.

Services:

Contact lens fitting/evaluation fee: This fee covers the contact lens fitting/evaluation, training, **ONE** pair of trials, and any follow up visits for a period of **60 days**. After this period, any follow up visit may be charged at a rate starting at \$40 per visit. A fee of \$5 may be charged for each additional pair of trials to cover shipping and handling fees.

Price Quotes:

All prices quoted for products and services are **estimates**. Prices may change due to many factors, such as use of insurance/discount plans or additional necessary procedures.