



## **FAMILY VISION CARE CENTER Frame and Lens Warranty**

**LENSES:** Under normal use, if the lenses are scratched, they may be replaced once for a one time fee of \$25.00 per pair within 12 months from date of purchase. This does not pertain to lenses damaged outside of normal use, i.e. the dog chewed them, they are scraped from being run over, etc. It is the sole discretion of Family Vision Care Center to determine if the lens warranty applies.

- **Superior (Crizal) Anti-Reflective Coatings** are replaced one time only for a fee of \$25.00 within 24 months from date of purchase.
- **Progressive Lens Warranty:** In the event that you are unable to adapt to your progressive lenses, you will be permitted to switch to a lined bifocal or single vision lens at no additional charge within 60 days of date of purchase. No monies will be refunded or returned.

**FRAMES:** Most frames are warranted for 12 month from date of purchase against manufacturer defect, and will be replaced for a fee of \$25.00. Please note that any frame broken due to misuse or abuse will not be covered by warranty. It is the sole discretion of Family Vision Care Center to determine if the warranty applies.

- **Silhouette Frames** have a 24 month warranty and can be replaced one time for a fee of \$25.00 from date of purchase.
- **Budget/Insurance Select Frames** do not have a warranty.

**Fittings/Adjustments/Repairs** that do not require parts to be ordered/purchased will be done free of charge as long as you own the eyewear.

**Insurance Coverage/Discount Plans:** It is the patient's responsibility to advise our staff of insurance coverage and benefits prior to dates of service. In the event insurance coverage is provided after services have been provided or product ordered, the patient is responsible for all outstanding balances.

**Cancellations:** Glasses are custom ordered, and therefore, we require a 50% deposit when you place your order, and full payment is due at pickup. Cancelled orders are subject to a 50% cancellation fee and deposits will not be returned once the job is in process. Designer frames cannot be returned and are non-refundable purchases.

**Never leave eyewear in your car or  
in places exposed to extreme temperatures.**