



## Frame and Lens Warranty

- **Superior 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.
- **Transition Lens Satisfaction Guarantee:** In the event that you are unhappy with your Transition lenses, they may be replaced within 364 days of purchase to a clear or fixed tint or a different Transitions product in the same prescription, material and frame. No monies will be refunded.
- **30 Day Prescription Satisfaction Guarantee:** In the event you are unhappy or unable to adapt to your new prescription, please let us know within 30 days of pickup. We are happy to work with you to finalize a prescription that you are comfortable with. Failure to notify our office of trouble adapting to your new prescription within 30 days will negate the guarantee.
- **Dr's RX change:** If there is a change in the prescription within 4 months, lenses will be remade for a fee of \$25.00.

**FRAMES:** Our frames are warranted for 1 year from date of purchase against manufacturer defect and will be replaced one time for a fee of \$25.00. Your optician will provide warranty information upon purchase. 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. Frames adjusted outside of this office are not warranted against breakage.

- **Insurance Select Frames and Lens Package** do not have a warranty.
- **"Express Packages"** do not have a frame or lense warranty.
- **"Go to" Packages** have a 1 year, one-time only, frame and lense warranty fee of \$25.00.

**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.

**Reuse of Previously Owned Frames:** The strength and durability of a frame will weaken over time. The use of a previously owned frame for the insertion of new lenses is at the patient's own risk. Family Vision Care Center is not responsible for frames that are outside of warranty that are damaged at a lab or in our office during adjustment or lens insertion. Frames that were purchased at an outside vendor used for the insertion of new lenses are at the patient's own risk.

**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. Frames cannot be returned and are non-refundable purchases. **Never leave eyewear in your car or in places exposed to extreme temperatures.**