

# Ophthalmic Materials Warranty

Congratulations on your new eyewear! If by chance you should have any issues with your eyewear, Carmel Mountain Vision Care will always address your concerns in a fair and positive manner. Please keep this receipt since it is required for any warranty transactions.

## **Prescriptive Lenses**

Your prescriptive lenses are made of the finest materials available. Our optical associates have personally inspected them. All prescriptive lenses, including progressive and bifocal lenses, are expected to require at least some time for adjustment. With new prescriptive lenses, it is common to initially feel that objects appear bowed or curved, or to experience a feeling of motion when turning your head. These symptoms are usually minor and disappear with wear. However in the unusual circumstance you are unable to adjust to your new glasses even after two weeks of wear, please let us know. If necessary, our office will gladly remake new lenses (of equal or lesser value) at no charge within 60 days from the order date. We want you to love your eyewear!

Since eyeglass lenses are a custom prescriptive item, there are no refunds for eyewear canceled after lab work is started. Your new lenses are warranted against manufacturer defects for 12 months from the order date.

If you purchased a scratch resistant lens treatment, your lenses are warranted against scratches for a period of one year from the date of purchase. If your lenses become scratched due to normal wear and tear, we will gladly replace them at no additional cost (one-time only). Any damage due to abuse or neglect voids the warranty.

## **Anti-Reflective Treatment**

Our premium anti-reflective lens treatment is warranted against defects and scratches for 24 months from the order date. Within this period, if the anti-reflective treatment fails or becomes scratched due to normal use and wear, we will gladly provide replacement lenses in the same prescription with a new anti-reflective treatment, free of charge (one-time only). A 12 month warranty applies for the basic anti-reflective treatments.

## **Eyeglass Frames** *(this warranty does not apply to clearance and value eyewear)*

Your new frame is warranted against manufacturer defects for 24 months from the order date. Under our warranty program, if your eyewear should fail during normal use and wear, due to defect of faulty materials, we will gladly repair them, or if necessary, replace them free of charge (one-time only). If we are unable to acquire the same frame or replacement parts due to manufacturer discontinuation, we will supply an equivalently priced frame from the same manufacturer to replace the defective frame. This warranty does not apply to lost or stolen glasses, nor damage due to neglect or abuse.

We offer a 30-day exchange privilege on your frame. After getting your new eyewear, if you decide you don't like the frame, you can exchange it for any other frame of equal or lesser value at no additional charge. We will do this as a courtesy (one-time only). Any frame of greater value will be charged at the difference in cost between the two. If new lenses are required, a small lab-regrinding fee will be charged. The re-grinding fee varies with the type of lens used, so please check with the optician.

## **Eyewear Repairs and Adjustments**

Our office is open six days a week to best serve our patients. You are always welcome to bring in eyewear for repairs, complimentary adjustments and cleaning, in order to keep your eyewear looking good and feeling comfortable.

## **Soft Contacts**

For the best value and convenience, we recommend ordering an *annual supply* of contact lenses through our office. Doing so entitles you to complimentary direct shipping to your doorstep for all soft disposable contacts, emergency & defective lens replacement, as well as any available quantity savings and manufacturer rebates.

Upon receiving soft contact lenses ordered from our office, please verify the boxes (or vials) are correct before marking or opening them. We can only accept returns for credit if the contact lens boxes or vials are *not* marked, opened, or expired.

## **Rigid Gas Permeable (RGP) Contacts**

Our rigid gas permeable (RGP) contact lenses are custom lathed using state-of-the-art technology by our carefully selected laboratories. If for some reason you are unable to wear your final RGP lenses, you may receive a full refund or credit within 60 days of ordering.