



CUSTOM MADE GLASSES, CONTACTS, AND RETURN POLICY

Rx Guarantee

If your new prescription does not meet your vision needs, contact us within 90 days from that date of your initial visit so that we can make the proper prescription adjustments. Additional fees apply after 90 days.

Return Policy for Eyewear & Contact Lenses

Eyeglasses are custom-made for you based on your unique prescription and measurements that vary based on frame. Because the lenses are designed for you only, there are no returns or exchanges for any purchased eyewear (including lenses & frames). However, in a special circumstance we may choose to restyle your frame for you with frame of equal or lesser value. You would be responsible for the difference for a higher valued frame.

There may be occasional issues with eyeglasses that are not the fault of the patient; in which case our office will take action to fix these problems at no cost. This includes: prescription adjustments and changes, non-adaptation to prescriptions, lenses, and materials, lens defects, lab errors, and other unique issues on a case-by-case basis. If there is a need for the prescription to be adjusted, such changes are included at no charge for a one-time redo within 90 days.

All of our lenses & frames have a warranty for any manufacturer defects for up to one year from the date of purchase, which does not include accidental damage, for example, dropping your eyewear. Some warranty replacements may be subject to a \$25 restocking and shipping fee.

We are not responsible for replacing lost glasses or contacts.

All sales that are non-prescription optical frame and sunglasses are final and non-refundable. Patients have 14 days from the date of purchase to exchange an optical frame or sunglass frame at equal or lesser value; the patient is responsible for the difference of the higher value frame. Exchanged frames must not have been worn and be in a re-sellable condition with no damage or scratching.

With regard to the sale of non-specialty soft contacts lenses, any non-expired, unopened & unmarked boxes may be returned for a refund, or exchanged, within 60 days if there has been a change to your prescription. Any refunds are subject to a 20% price reduction per box for a restocking fee.

However, all sales of specialty gas permeable (i.e., RGP) and hybrid (i.e., containing both rigid and soft components) contact lenses are final. During the trial period in determining the proper prescription for such specialty lenses, any exchanges or returns will be granted at no charge so

long as enough time is given for the lenses to be mailed back to the manufacturer, in order to meet the manufacturer's 90-day exchange/return policy.