

Optical Warranty Information & Return / Exchange Policy

Professional Service Fees

All professional service fees are due at the time of service and are non-refundable.

Non-Prescription Merchandise

All non-prescription merchandise is non-refundable. Returns may be authorized only for store credit. Merchandise must be returned in the original condition within five (5) business days of the original purchase date in order to receive store credit.

Prescription Eyewear

Prescription Eyewear is non-returnable and non-refundable. Warranty coverage may apply.

Frames: All frames are warranted against defects in workmanship for a period of one (1) year from the original purchase date, unless otherwise noted. Defects in workmanship include, but are not limited to: structural design, hinges, and welding points. Frames warranty exclude coverage for lost, broken, or stolen items, damage due to accidents or misuse, frame scratches or tarnish, or intentional mishandling. Under warranty replacement, a defective frame will be exchanged for the same item. In the event that the defective frame is no longer available, it may be replaced with an item that is comparable in quality, price, and style.

Prescription Lenses: Non-returnable and non-refundable. Lenses will be ordered, processed, and inspected based on individuals wear and prescription. A one-time doctor's change / lens remake may be authorized within sixty (60) days of the original order date. There is no charge for this re-make. Changes outside of the prescription may result in additional fees and will be the patient's responsibility. If a specific lens option becomes unavailable, the component will be replaced by a similar product based on quality, price and style.

Anti-reflection Coating: *Warranted against manufacture's defects for a period of either one (1) year or two (2) years, and a maximum of two times, from the original dispense date, depending on style of coating purchased. To qualify under this warranty, the old lenses must be provided for return to the manufacturer. The lab may require a client's frame for lens replacement.*

Photochromic and Polarized Lenses: *A one-time lens exchange, up to the original value, may be authorized due to the inability to adapt to photochromic or polarized lenses. The change must be made within sixty (60) days of the original order date. Refunds will not be authorized. Extra fees may apply. The lab may require a client's frame for lens replacement.*

Progressive Lenses: *A one-time lens exchange, up to the original value, may be authorized due to the inability to adapt to progressive lenses. The change must be made sixty (60) business days of the original order date. Refunds will not be authorized. Extra fees may apply. The lab may require a client's frame for lens replacement.*

Cancellation Policy

Prescription lens orders may be cancelled, and a full refund issued, during the same business day they were ordered. Next-day cancellations will receive a 50% refund. Thereafter refunds will not be given.

Frame Re-Styling Policy

Frame may be exchanged for a new frame of comparable value one time within thirty (30) days of original order. Extra charge will apply for a higher priced frame. There is a \$25 re-stocking fee.

Normal wear and tear and/or abuse are not considered manufacturer's defects. Manufacturer guidelines will apply