

THANK YOU FOR YOUR PURCHASE!

We want you to love your new glasses and we'll work hard to make sure you do! Please read our policies below to ensure a pleasant transaction whether this is your first or fiftieth purchase from us!

REFUND POLICY-WARRANTIES, REMAKES, REPLACEMENTS, and Other Policies:

Prescription eyewear is a custom product that has been made to order just for you and therefore is non-refundable. In the unlikely event you have a problem with your new eyewear, it is imperative that you contact us as soon as possible so we can address the issue. You can be assured that we will go out of our way to address your concern and correct any problems.

Premium Progressive Lenses - have a 90 day* one time replacement warranty which allows for non-adaption to the lens type or for a doctors Rx change. We will remake the lenses cut for the same frame with the new prescription or, in the case of a non-adapt, we'll replace the lenses with either single vision or bifocal lenses at no additional fee. If a question arises regarding the accuracy of an outside doctor's prescription, we may request that our doctor recheck the prescription before we remake the lenses covered under the warranty and a fee may be incurred for our doctor's time.

Replacement Lenses - not covered by the warranty incur a fee up to the current retail cost of the lenses. Premium Anti-Reflective Lenses have a replacement warranty of up to two times in two years*. We will remake the same prescription lenses for the same frame if the coating scratches under normal use. Other Premium Anti-reflective coatings come with a one time in one year* replacement warranty. Polycarbonate lenses - carry a one time in one year* replacement warranty against scratches. Plastic Lenses with a purchased scratch coat - carry a one time in one year* replacement warranty against scratches.

Frames** - We sell the finest quality frames which carry at least a one time, one year* replacement warranty when due to a manufacturer's defect***. Some select frames are warranted for an additional year. We will do our best to repair frames that are not covered by the warranty (but still within the warranty period) at no charge or at a reduced rate. Repairs and replacements to frames no longer covered by the warranty, or outside of the warranty period, will be charged up to the current retail fees. During the warranty period, we will gladly replace nose pads at no additional fee. Products and/or parts being replaced under a warranty must be returned.

SERVICES for FRAMES PURCHASED ELSEWHERE (or no longer covered by our warranty): Although we will use the utmost care when handling or providing a service involving your frame(s), we can NOT guarantee against breakage or be held responsible. The quality and reliability of frames varies and the material weakens over time. Once lenses are fabricated for a specific frame, they can NOT be cut to fit another. Therefore, we strongly suggest you check with your source of purchase to see if your frame is covered by a warranty, or can be reordered in case of breakage, before deciding to have new lenses made for them. If not, it may be a good time to consider getting a new frame for those new lenses! We reserve the right to charge a service fee for adjustments or mounting lenses into frames not purchased in our optical store.

PURCHASES MADE THROUGH INSURANCE PLANS: FOLLOW THE PLAN AND/OR THE VENDOR'S WARRANTY AND POLICIES IN EFFECT AT THE TIME OF SERVICE AND MAY DIFFER FROM ABOVE. REFUNDS OR CREDITS WILL ONLY BE GIVEN WHEN REQUIRED BY THE PLAN.

DELIVERY TIME: We can NOT guarantee delivery time for eyewear. Average turnaround time is approximately 10 business days.

*All warranties begin the day your original order is placed.

**Discounted, discontinued, clearance & closeout frames are sold as is and do not carry a warranty.

***Products showing signs of trauma may not be covered and may incur a replacement fee up to the current retail price.

Please let us know if you have any questions or concerns before placing your order.
We will be happy to answer any questions you may have.