

EyeLux Optometry Product Warranty

Thank you choosing EyeLux Optometry for your eye care needs. We recognize that in today's marketplace, you have several choices for filling your eyeglass and contact lens prescriptions. That is why we offer first-rate products yet with reasonable pricing, so that you can have the comfort and convenience of having all your eye care needs provided by our practice.

It is important to us that you are pleased with your purchase from our office. With any ophthalmic treatment, there is variable response from one patient to another. In the unexpected event you have difficulties with your new eyewear purchased from EyeLux Optometry, we want you to know that our team is committed to making things right. Please keep your original invoice, in case you wish to exercise your ophthalmic product warranty.

Prescriptive Eyeglass Lenses

Your prescriptive lenses from EyeLux Optometry have high-grade optics with advanced lens design technology that is unavailable from mass retailers and warehouse chains. All prescriptive lenses, especially progressive and bifocal lenses, require some expected time for adjustment. 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 go away with wear. However in the unusual circumstance you are unable to adjust to your new glasses even after two weeks of regular wear, please let us know. If necessary, our office will remake new lenses (of equal or lesser value) at no charge within 60 days from the order date (one-time only). In the rare event that more than one remake is needed you will be responsible for 50% the usual and customary cost of the lenses.

Since eyeglass lenses are a custom prescriptive item, there are no refunds for lenses that are canceled once lab work is started. Your prescriptive lenses are warranted against manufacturer defects for 365 days from the order date.

If you purchased a scratch resistant lens treatment, your lenses are warranted against significant scratches for a period of 365 days from the date of purchase. If your lenses become significantly 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 anti-reflective lens treatments are warranted against defects and significant scratches for 365 days from the order date. Within this period, if the anti-reflective treatment fails or becomes significantly 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).

Eyeglass Frames *(this warranty excludes clearance and value eyewear)*

Your new frame is warranted against manufacturer defects for 365 days 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.

Eyewear Repairs and Adjustments

You are always welcome to bring in eyewear purchased from EyeLux Optometry for repairs, complimentary adjustments and cleaning, to keep your eyewear looking good and feeling comfortable.

Disposable 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 within 60 days of ordering if the contact lens boxes or vials are *not* marked, opened, or expired. UPC labels must be intact for returns.

Rigid Gas Permeable (RGP) Contacts

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

SynergEyes Hybrid Contacts

If you have purchased SynergEyes hybrid contact lenses from our office and are unable to wear the final lenses, you may receive a full credit within 60 days of the initial lens order.