



ALL SPECTACLE SALES ARE FINAL

EyeZone does not offer refunds for eyewear purchases. All spectacle sales are custom, and therefore, final. If a prescription change is noted within 90 days of the original order, our laboratory will remake the lenses with original lens options (such as anti-reflective coating, tints, etc.). Any difference in the original order price and final price is not refunded. There is no charge for a prescription check within 90 days; however, any recheck after 90 days will be subject to an office visit charge.

If you elect to use your own frame and would like your old lenses returned from the laboratory, staff must be informed at time of order. If you do not inform staff of this request, the existing lenses will be disposed.

DAMAGE

Our frames are warranted for one year from the time of purchase unless otherwise specified. Our frame policy is a manufacturer-defect warranty. This does not cover lost or stolen frames, frames that have been sat or stepped on, or abused in any way. If your frame breaks, we will return all parts to the manufacturer, and the manufacturer will determine if it is a manufacturer's defect. If it is a manufacturer's defect, your frame will be covered at 100%. If the manufacturer determines that it is abuse, you will be responsible for replacing your frame or any broken parts.

If your warranted lenses become scratched from normal wear-and-tear, they will be replaced at no-charge for up to 12 months from the date of purchase. If the lenses are scratched from abuse, you will be responsible for replacing them. Cause of lens scratches will be determined by the laboratory. They manufacture the lenses and are experts in lens defects.

FRAME WAIVER

I am aware that if I am using my own frame, I will not hold the doctors, office staff, laboratory, or any other optical company responsible for damage upon lens insertion or frame adjustment.

CONTACT LENS FITTINGS AND RECHECKS

As with spectacle prescription checks, there is no charge for a prescription check for contact lenses within 90 days of the initial contact lens evaluation. After that point, prescription checks are subject to an office visit charge. In the event that a contact lens evaluation is desired after the comprehensive examination has taken place, there will be a fee for the contact lens evaluation only within 90 days. Beyond 90 days, there will be a fee for both an office visit and contact lens evaluation.

I have read and understand ALL of the above policies.

Signature of Patient (or Guardian)

Date