



Village**EyeCare**, LLC

## Policy and Warranty Information Spectacles

### **Prescription Expiration: Two Years**

We write glasses prescriptions with an expiration of two (2) years in most cases. Rarely are glasses prescriptions written for a shorter period of time. We can fill a prescription within this period, however, we encourage our patients to order glasses from the most recent exam possible in case there has been any change since their last exam. In most cases, insurance will cover a yearly exam.

### **Frame Warranty: One Year**

Spectacle frames have a one year warranty covering any manufacturing defects or breakage from normal wear-and-tear. Frames that have been obviously abused or damaged are not covered under this warranty. We will replace any defective parts or the entire frame when necessary for a one year period. If the same frame is not available from the manufacturer, we will substitute another frame from a similar price point. It is possible to pay extra and upgrade to a more expensive frame. There is no refund should a less expensive frame be chosen. Replacement frames and parts are warrantied as part of the original frame's one year period. *Special Event, Clearance & Sale frames may have different warranties.*

### **Frame Warranty - Advantage Package: 6 months**

Spectacle frames from our *Advantage Package* have a six month warranty covering any manufacturing defects or breakage from normal wear-and-tear. Frames that have been obviously abused or damaged are not covered under this warranty. We will replace any defective parts or the entire frame when necessary for a six month period. If the same frame is not available from the manufacturer, we will substitute another frame from a similar price point from the *Advantage Package* selection. Replacement frames and parts are warrantied as part of the original frame's one year period.

### **Frame Warranty - Safety Package & Sports Package: One year/One time**

Safety and Sports frames have a one year/one time warranty covering any manufacturing defects or breakage from normal wear-and-tear. Frames that have been obviously abused or damaged are not covered under this warranty. We will replace any defective parts or the entire frame when necessary for a one year period. If the same frame is not available from the manufacturer, we will substitute another frame from a similar price point from the same *Safety or Sports Package*. It is possible to pay extra and upgrade to a more expensive frame within the same *Safety or Sports Package*. There is no refund should a less expensive frame be chosen. Replacement frames and parts are warrantied as part of the original frame's one year period.

## Frame Adjustments

We are happy to adjust any pair of glasses. We will take the utmost of care, but we do not warranty any damage or breakage due to adjusting the frame. If the frame was purchased from us and still under warranty, we will replace the frame (see *Frame Warranty* information detailed above). If the frame was purchased from another office, then their warranty policies will apply.

## Using a Patient Supplied Frame

We can use an existing frame for new lenses. Frames that have been worn are at greater risk for damage during the manufacture of new lenses. New frames may have manufacturing defects that are not readily apparent to the naked eye. We are not responsible for damage upon insertion of lenses, adjustment or loss of the frame. If the frame was purchased from us and still under warranty, we will replace the frame (see *Frame Warranty* information detailed above). If the frame was purchased from another office, then their warranty policies will apply.

In most cases, the lab will need the frame to get the best lens fit. The lab can sometimes use an on-file "pattern." Lenses-only orders will sometimes have fit issues where the lens is too big or too small. In this case the lab will require the frame for a proper fit.

## Lens Scratch Warranty

<b>Lens Material</b>	<b>Warranty Time Period</b>	<b>Frequency</b>
Basic Plastic CR 39	One year	One time
Phoenix	Two years	Unlimited
Polycarbonate	One year	One time
High Index: HOYA brands	Two years	Unlimited
Other Plastic Materials	One year	One time
Glass	No warranty unless they have Premium AR coating	One year if Premium AR
Safety	One year	One time

<b>Non-Glare Lenses</b>	<b>Warranty Time Period</b>	<b>Frequency</b>
EX3 & EX3 Recharge	Two years	Unlimited
Super Hi-Vision	Two years	Unlimited
Hi-Vision with ViewProtect	Two years	Two times
Premium with ViewProtect	One year	One time
Premium	One year	One time
Mirror	One year	One time

## Prescription Changes

Should the doctor or the optician make any changes to the prescription or fitting measurements, we will remake the lenses once at no additional charge within four (4) months from the date the order was placed. Additional lens remakes are charged at 50% of the original order price (before insurance benefits).

## **Prescriptions from Outside Doctors**

We are happy to fill any valid prescription. Prescriptions by law, must be filled exactly as written. We cannot make any changes to the specified prescription without confirmation from the prescribing doctor. If there are any issue adjusting to the new prescription or if the vision isn't as clear as expected, we will verify that the glasses were made to the prescription ordered. If they match, then the prescribing doctor will need to double check the prescription. We will remake the lenses with a doctor's change one time at no additional charge, subsequent changes are charged at 50% of our usual and customary charges.

## **Our Prescriptions Filled at Outside Offices**

We will do another refraction to ensure the prescription is accurate and write an updated prescription if necessary. Further troubleshooting is the responsibility of the office that dispensed the eyewear. Our policy when filling outside prescriptions is to offer one remake at no charge; we expect other local offices to offer the same courtesy to our patients. When ordering glasses from another office, please inquire about any hidden fees before placing the initial order. (*See information about on-line orders.*)

## **Our Prescriptions Filled On-Line**

Due to the large percentage of errors with glasses ordered on-line, we do not guarantee our prescriptions when ordered from the Internet. We will do another refraction to ensure the prescription is accurate and write an updated prescription if necessary. If there is a problem with glasses ordered on-line, we offer a troubleshooting service for an additional charge. Please check with the vendor's website for their remake policy and any associated fees.

## **Progressive Addition Lens Non-Adaptation**

If you cannot adapt to progressive lenses (Regular or Computer), we will make new lenses in any other design at no additional charge within 30 days of dispensing. Because the original lenses were a custom prescription which must be discarded, there is no refund on the difference in cost if the remake pair is of a lesser price.

## **Loss of Frame and/or Lenses**

Eyewear is not warranted against loss of lenses or frame. Glasses need routine maintenance. Screws can loosen over time and may not hold lenses tightly. Semi-rimless and drill-mounted lenses may loosen over time. It is your responsibility to check the fit of the lenses regularly to prevent loss or damage. We offer frame adjustments and maintenance checks at no charge.

## **Impact Resistant Lenses**

Impact resistant lenses are required for everyone under 18 and highly recommended for patients with reduced vision (amblyopia) in one or both eyes. Phoenix/Trivex & Polycarbonate eyeglass lenses are 10 times more impact-resistant than regular plastic lenses and exceed the FDA's impact resistance requirements by over 40 times.

## **Glass Lenses**

We recommend the use of plastic lenses instead of glass. Glass is heavier and more prone to shattering if impacted. Plastic lenses with EX3 non-glare coating are more scratch resistant than glass and are the preferred option for patients desiring the scratch resistance of glass.

## **Cancellation & Returns**

Prescription lens orders are started as soon as possible to ensure a quick turn-around. Once the lab starts

making custom lenses, we are unable to cancel the order. Frames that are in pristine condition can sometimes be returned when accompanied with all original packaging materials & case, but are subject to a 15% restocking fee.