

Burnet Eye Care 512-756-2131 Llano Eye Care 325-247-2020

Our goal is to provide you with new eyeglasses that fit your lifestyle and your budget. We offer several warranties against defects.

FRAME WARRANTY: (_____)

Most frames have a *ONE* year manufacturer's warranty against defects in the materials and workmanship under normal wearing conditions. Budget Package frames have a 90 day warranty against defects in the materials and workmanship under normal wearing conditions. The exceptions are some insurance frames or closeouts which are sold as a final sale with no warranty.

LENS WARRANTY:

Most lenses have a *ONE* year manufacturer warranty against breaking or cracking.
 The exceptions are insurance package lenses, which may have no warranty.

Standard Scratch Resistant Coating – *ONE* year, one time remake due to scratches from normal wearing conditions.

TD2 or Foundation coated lenses – *TWO* year, up to 2 remakes due to scratches from normal wearing conditions.

Standard Antireflective Coatings (Level A) – *ONE* year, one time remake warranty against crazing, peeling, or scratches.

Premium Antireflective Coatings (Level B or C) – *TWO* year, warranty Maximum 2 replacements against crazing, peeling, or scratches.

PROGRESSIVE LENS GUARANTY:

We offer a 60 day non-adapt guarantee. If a patient is not able to adapt to a progressive lens, we will remake the lenses one time to another progressive design of equal or lesser value or conventional lenses (bifocal or trifocal) as an equal exchange.

REMAKES:

With the exception of eyeglasses purchased with insurance, eyeglasses that prove to be unsatisfactory may be remade one time within 60 days of the dispensing date. Since most eyewear plans do not allow for remakes or returns, eyeglasses purchased using your insurance will be considered on a case by case basis. If the doctor changes your prescription (within 60 days of your exam date), the remake is covered without any charge back to you. If the replacement order is less than the original order, a credit will be issued to your account for use on future purchases. If the replacement order is more than the original order, the additional charge must be paid before new eyewear is manufactured.

RETURNS:

BECAUSE EYEGLASSES ARE A CUSTOM-MADE PRODUCT AND CANNOT BE RETURNED TO THE SHELF FOR RESALE, RETURNS WILL BE CONSIDERED ON A CASE BY CASE BASIS. RETURNS WILL ONLY BE CONSIDERED WITHIN 60 DAYS OF PICKING UP YOUR EYEGLASSES. Any refund may be for frame only minus a restocking fee as lenses are a custom made prescription item and non-refundable.

I have read and understood the policy as stated above.

Spectacle order # _____

Patient Name _____ Patient Account # _____

Signature _____ Date: _____