

# Clear View Optometry Office Policy

Non-prescription Frames and Sunglasses must be returned or exchanged within 14 days of purchase with receipt and in ORIGINAL condition.

Payment is expected at time professional services are rendered and no refunds will be made for services.

Due to the custom nature of glasses, all Prescription Frame and Sunglass Sales are Final: No refunds or exchanges will be given.

## WARRANTY

### Prescriptions:

- For Prescriptions we fill written by doctors at Clear View Optometry – an office visit to recheck the prescription will be provided and if new lenses are necessary, they will be changed at no charge one time within 60 days of the exam. Re-check visits and/or new lenses after 60 days will be charged the usual fees.
- For prescriptions written by other doctors, if a new prescription is needed, we will re-do the lenses with the new prescription one time within 60 days of the exam. Any additional re-dos will be at the usual fees.
- For all lenses – any options that are on the original lenses that are not wanted on the redo will NOT be refunded.
- For our prescriptions that are filled elsewhere, if a lens prescription change is needed after glasses are made, the new prescription will be provided at no charge within 60 days of the exam. We will not be responsible for any lens or frame charges incurred. Most reputable optical dispensaries allow doctor Rx changes at no charge, but it is up to the patient to inquire about such policies in advance of purchase.

### Frames:

- Frames purchased at Clear View Optometry have a one year manufacturer defect warranty. Normal wear and tear, damage by accident or loss are not covered by the warranty. Per manufacturer policy, glue voids warranty – please don't put glue on the frames. We reserve the right to inspect and determine if the frames can be replaced under warranty.
- The utmost care will be taken in the handling of patients' own frame(s), but due to the fact that the frame is not new or new but not purchased at Clear View Optometry, Clear View Optometry will not be responsible for any damage that might occur.

### Lenses:

- Lenses with Ultra or Super-Premium Anti-reflective (AR) coatings have a 2-year warranty against coating defects such as flaking or peeling. Premium AR coated lenses have a 1-year warranty against coating defects. Regular AR has no warranty. We reserve the right to inspect and determine if the lenses can be replaced under warranty.

### Contact Lenses:

- Only boxes that are unopened in resalable condition - free of any markings, dents, or damages will be exchanged or refunded within 60 days of purchase.

### Contact Lens Exams:

- Are to be completed within 2 months of the comprehensive exam. There may be additional office visit charges if the patient fails to come back for their follow-up appointment(s) to finalize their prescription.

We are not responsible for glasses or contacts that are not picked up within 60 days. Payments or deposits will NOT be refunded.

Any other unusual circumstances that are not mentioned above will be handled on a case by case basis.