

EYE FLORIDA

ADVANCED MEDICAL • SURGICAL • AESTHETIC SERVICES

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Eyeglasses, Sunglasses and Contact Lenses - Warranty and Return Policy

If you wish to return your product for an exchange or refund, please return the item within 30 days of receiving your product. If you are experiencing issues with your prescription lenses, please contact us within 7 days of receiving your product.

Frame Warranty: All frames purchased come with a one-year defect/breakage warranty. All breakages must be normal wear and tear. We will either repair or replace your frame with the same frame at no charge (all parts of broken frame must be presented at time of return). If a frame has been discontinued during the warranty period we will replace it with an equivalent value frame at no charge (does not include lenses). We are unable to extend this warranty to frames purchased elsewhere.

Lenses Warranty: We will verify your prescription. If you are having a problem with your new prescription, please come into the optical center within 30 days. If we are unable to find a solution we will schedule you to see the doctor again for a reevaluation. Any prescription changes will be done at no charge. All lenses purchased have a one-year defect warranty (i.e. scratch resistance, lens coatings, anti-glare coating, etc. under normal wear and tear). We will replace the lenses at no charge. Breaking or chipping of lenses is not included.

Progressive Lenses: We understand that some patients require time to adapt to progressive lenses. If you are having difficulty with the lenses we ask that you speak to our optician. Adjustments may be necessary. If within 30 days you are not comfortable wearing your lenses, we will be happy to replace the lenses at no charge to either a lined bifocal or single vision lenses. If possible, we will keep the same or similar option on the lenses (i.e. anti-reflective coating, tint, photo chromatic, etc.). Since these are special order lenses, we are unable to offer any refunds.

Return Policy: Frames must be in perfect resale condition. We will give you a 50% credit for your lenses toward new lenses or a frame if returned within 30 days of receipt. We are unable to offer cash refunds. Non-defective warranty products that are returned and not exchanged will be charged a 20% restocking fee.

Cancelled Orders: Any order must be cancelled within one business day. All orders will be charged a lens fee as follows: Single vision-\$20.00, lined bifocal-\$30.00 and progressive bifocal-\$50.00. Any specialty add on to the lenses (i.e. anti-glare scratch resistant coating, transitions, polarizations, tinting, etc.) will be charged at half price (unless we are able to stop the order before the lens is processed)

Reusing Existing Frames: Due to the age of an existing frame they may crack or break when new lenses are inserted, therefore we cannot be responsible for any damages or loss to the frame as they are being reused at your request. Regardless of condition or age of the frame, this disclosure applies to any existing frames being reused at your request.

Shipping Charges: Additional shipping charges will apply. We will ship your order using USPS Priority delivery for domestic orders (paid for by the customer). We cannot be responsible for any damage to frame/lenses during the shipment process. Contact USPS if you have any problems with the shipment.

Contact Lens Returns: If you wish to exchange or return contact lenses, please return them within 30 days of your receipt of the product. A **20% restocking fee** will apply to all unopened contact lens vials or boxes returned for credit. Only unopened contact lens vials or boxes may be returned or exchanged. No credit or exchanges are permitted on opened boxes or vials. Any box directly written on and/or marked Right/Left by the customer will not be refunded or exchanged.

Vision Insurance Plan: If you use vision insurance for your frames/lenses purchase, we cannot be responsible for any delay in shipment of your frames/lenses due to insurance coverage/payment. Please contact your vision insurance company.

Polycarbonate lens material: Accept Decline
Anti-Reflective (UV, Scratch, Glare, 1YR. Warranty): Accept Decline

Patient Signature

Date

Optician Signature

Date