

Warranty, Exchanges and Return Policy

Thank you for trusting us with your eyewear and/or contacts. All of our products are carefully handled and crafted with the utmost care and precision by either us or our labs and vendors. Every frame that we carry comes with a 1-year manufacturer's warranty that begins on the date of purchase and covers one replacement on any obvious defects in the frame. Lenses purchased with coatings are also warrantied for 1 year from the date of purchase and can be replaced once with the original prescription. We hope that you'll love and enjoy your purchase, and we want you to be completely satisfied with your new eyewear and/or contacts. With all things that are customized, situations may occur that may lead to you not being completely satisfied with your purchase. In the event of that occurrence, please review the Warranty, Exchange and Return policy below.

Return/ Cancellation Policy

If for some reason you are not completely satisfied with your prescription eyeglasses (frames and lenses) you may return them for a refund less a 35% restocking fee within 45 days of the date your glasses were purchased. Eyeglasses must be returned undamaged in original packaging. All eyeglass orders usually begin process within 1 business day of the date of purchase. All cancellations must be made within 1 business day. Since eyeglass lens orders are highly customized and **cannot be canceled once they have begun production**. A 35% restocking fee will be assessed on all orders that are cancelled or stopped during processing.

Eyewear Exchanges

Exchanges for **frames** are permitted up to 30 days from the date of purchase. Exchanges can be valued at an amount equal to the same retail price as the original order. If the newly selected frame is priced higher, the patient will be responsible for the difference in the price of that frame and the previous frame. If the second frame is less expensive, we will refund the balance less the 35% restocking fee.

Exchanges for **lenses** are permitted up to 45 days from the date of purchase, valued at the same retail price as the original order. Under the circumstance that a patient wants or needs to upgrade lens designs or features, the patient will be responsible for the difference in the price of the two. Should the patient be non- adaptive to or decide to downgrade from a progressive lens to another style of lens there is **no refund**, as the lenses were custom created to "their" specific prescription, and fees cannot be refunded once the job has been started.

In the event that changes need to be made to prescription lenses due to the following but not limited to: ***prescription changes by the doctor, measurement changes, manufacturer changes***, Wake Forest Eye Care Center will cover the cost to replace lenses one (1) time within 45 days from the date of purchase at no cost to the patient. No refund or credit or price adjustments will be provided as lenses are being replaced at no additional cost for the patient.

Contact lenses Exchanges

Contact lens supplies may be returned for a full refund within 30 days of the date of purchase. Any portion of the contact lens supplies that were used from the original order will be prorated from the refund amount. Contact lenses must be returned in the original **unopened** packaging to be considered as part of the refund.

If a portion of your purchase was made using insurance benefits, we are unable to reinstate benefits. You must contact your insurance company.

Policy for reusing your own frame

We will gladly create new lenses for your existing frame. The frame must be in good condition and properly fitting. We take great pride and care in handling your frame however, sometimes the frame may have become brittle or worn to the point that it is unable to support installing a new pair of lenses. In addition, sometimes older frames are discontinued by the manufacturer. This means that replacement frames or parts may not be available, which poses a problem if the frame were to break and cannot be repaired. Should your frame break during the process of having the new lenses installed, we will gladly make new lenses for a frame of your choosing. However, the cost of the new/replacement frame will be at the patient's expense.

Checking or Trouble shooting glasses not made by us

If you are having issues with your glasses However, if you are having trouble with glasses that were purchased online or at any other facility other than WFECC there will be a \$30 fee for us to check and trouble shoot them.

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