

Eyeglasses + Contact Lens Satisfaction Guarantee

Thank you for choosing Look + See Eye Care for your eyewear purchase! We truly value your business and want you to be happy with your new glasses. If you are having problems with your new eyewear, give us a call and we will work with you to solve your issue.

EYEWEAR PURCHASED WITHOUT A VISION PLAN:

ONE YEAR LENS WARRANTY: For prescription lenses treated with an anti-scratch or anti-glare treatment, we offer a one-time replacement for damage to your lenses for up to one year from the date of purchase. Simply bring your lenses in to exchange them for a new pair. We regret that we cannot replace lost or stolen lenses. Replacement lenses will only be made with the same prescription as the original lenses. A \$15 handling fee will apply for all lens warranty replacements. *EXCEPTION: Lenses, including safety lenses, that are not treated with an anti-scratch or anti-glare coating are not covered under this warranty.*

ONE YEAR FRAME WARRANTY: Eyeglass frames carry a one-year guarantee against breakage at no additional charge*. If your glasses break, bring in the broken parts and your glasses will be repaired, or a one-time replacement will be made within one year from the date of purchase. If your frame is not available, we will replace your frame with a frame of equal value. If you choose a frame of higher value, you will be responsible for the difference. Credit will not be issued if a frame of lesser value is chosen. We regret that we cannot replace lost or stolen eyewear. A \$15 handling fee will apply for all repairs or replacements frames or frame parts. **EXCEPTIONS: Clearance, Final Sale, Miraflex, Eyebobs, ScoJo, and safety frames as well as all glasses accessories are excluded from this warranty.*

CHILDREN'S EYEWEAR WARRANTY: For children 14 years of age and younger, the purchase of your children's eyewear includes a one-time unconditional breakage warranty for one year from the date of purchase. A one-time prescription change will be made within 6 months at no extra charge. After 6 months, new lenses will be made at 50% of the original cost for up to one year from the date of the eye exam from which the prescription was made. If the frame your child wears has been discontinued, you may choose a new frame of equal or lesser value. If the new frame is a higher price than the original, the difference will be charged. A \$15 handling fee will apply for all repairs or replacements of lens, frame or frame part. *EXCEPTION: Miraflex frames are excluded from this warranty.*

PRESCRIPTION REMAKE: If you cannot adapt to your prescription and your doctor recommends a change in lens power, we will remake the lenses once within 60 days of the date of your eyewear purchase. If your new prescription requires a change in lens design, you will be charged the difference in lens price.

15-DAY EXCHANGE PRIVILEGE: You can exchange your frame for any other frame within 15 days of picking up your new glasses. The frame you are exchanging must be in new condition (free from signs of wear or use). If the frame shows signs of use and/or is not in new condition, you will be charged a 20% restocking fee. A \$15 handling fee will apply for all frame only exchanges. If the new frame you choose is a higher price than your original frame, you will be charged the difference. If a frame/lenses of lesser value are chosen, we regret we cannot refund the difference. If new lenses are required, a fee of \$50 will be charged to cover the frame exchange and lens grinding fee. Prescription lenses are customized based on the frame and your facial measurements and cannot be reused. Any other upgrades or changes will be added at the regular price. Custom sun clips made for the original frame cannot be returned or exchanged.

ORDER CANCELLATIONS / RETURNS: As soon as payment is made for your order, we immediately begin the process of creating your custom lenses. If you cancel your order, we will issue a refund less a 20% restocking fee up to 7 days from the time the order is placed. After delivering the eyewear, if you are not satisfied with the purchase of your glasses, you may return them for a refund (less the 20% restocking fee) for up to 7 days from the date of dispense. We regret that we cannot accept a return for any order past 7 days after dispense.

EYEWEAR PURCHASED USING A VISION PLAN (VSP):

Our office is part of the Vision Service Plan (VSP) network. By using your Vision Service Plan (VSP) discount for your eyewear or contact lens purchase, your purchase is subject to the policies VSP imposes on network providers. These policies are defined here:

1. A one-time lens redo is allowed for power, axis, segment height or style changes due to non-adaptation (except for progressive lenses) within 6 months from the original date of service. Additional remakes are not covered.
2. Changes made to frame shape, size, or style are not covered with the exception of allergy to the frame material.
3. A remake for any reason more than 6 months from the original date of service is not covered.
4. Changes to lens tint or treatments are not covered.
5. Remakes to add a lens enhancement are not covered, even if the lens enhancement is covered under the plan.
6. Replacement or remake for lost/broken/damaged materials is not covered.

Vision Service Plan (VSP) does not allow for refunds on glasses or contact lenses under the Signature or Choice Plan. **By using a discount plan such as VSP, you are waiving the option to receive a refund on your glasses or contact lenses. All sales of eyewear and contact lenses using VSP are final and cannot be canceled or refunded.**

CONTACT LENSES: We are unable to refund contact lens purchases. You may exchange unopened and unmarked boxes in new condition due to a change in brand or power within 60 days of initial purchase. Open, marked, or otherwise altered boxes of contact lenses cannot be exchanged. A contact lens evaluation includes 60 days of follow up for issues related to power or lens fit or performance from the date of the initial contact lens visit. After 60 days, fees may apply. Visits at any time for eye health complications due to contact lens wear are medical visits and are not included in follow up.