

Return / Exchange / Credit Policy

Professional Fees - No refunds. Contact lens exam includes *routine* contact lens follow up care for up to **60 days** from date of exam, after which any visits will be charged. Contact lens care after 6 months from date of exam will require a new comprehensive exam and a new contact lens evaluation. We recommend that you pick up your trials as soon as possible and schedule your follow-ups in a timely manner. Eye infections, ‘pink eye’, etc., are *not* considered routine visits. Routine glaucoma check and dilation not performed at the initial exam visit should be completed within **30 days** from date of exam to avoid additional charges.

Missed appointments – Our appointments are specially catered to the needs of our clients. As our clients are important to us, so are our appointments. Thus, we reserve the right to bill any client for missing an appointment without 24 hours notice.

Insurance – We are happy to obtain insurance benefit information on your behalf. However, we can not be held liable in the event the information is incorrect or a miscommunication occurs, as insurance companies have a disclaimer that benefit information is not a guarantee of payment until the claim is actually made. Clients are responsible for knowing their coverage, as well as paying the balance for any services or products not paid by the insurance company.

Contact Lenses - Unopened, unmarked and undamaged boxes can be exchanged within 7 months from order date. Returns and cancelled orders are subject to a 10% restocking fee, minimum of \$10. Rigid Gas Permeable lenses must be returned within **30 days** from the day the lens are ready for pick up. Prescriptions are **not released** for any custom made lenses.

Sunglasses (Non-prescription) - No refund, exchanges or store credit.

Frames – Eyeglass frames are refundable within two weeks of purchase **ONLY** if in ORIGINAL condition, including case, subject to a 10% restocking fee. Store credit may be given if returned within 4 weeks. The staff is glad to make recommendations but the ultimate frame choice is the client’s. Please make sure you are comfortable with your eyewear before purchasing. Frames come with a six month warranty against any *manufacturer defects*. There is **NO** warranty on ready-made readers, or store “specials” e.g. \$99 package, \$149 package. There are no refunds on sunglasses or readers.

Patient-owned Frames – While we are happy to adjust your frames or replace new lenses in them, A Visual Affair, nor any of its employees can take responsibility for accidental damage, breakage or lost frames. It is at the patient’s own risk.

Ophthalmic Lenses – Lenses are custom made to your prescription. Therefore, we cannot offer refunds, exchanges, or credits. If there is any error, whether it be prescription or lab, we will correct and resolve the error as quickly as possible. Any job that is redone due to a fault in our prescription or lab will be done at no cost to you, in the *same* frame *within* 60 days from the time they are ready for pick-up; refunds will not be provided. Lenses that must be redone for an incorrect outside prescription will be done at 50% of the original full retail cost. Any cancellations made once the order is placed, but before the work has begun, will incur a 10% fee. Any coatings applied to lenses come with a manufacturer’s warranty against any manufacturer’s defects. Any coatings, including scratch coatings, can still be scratched, and may not be covered. Chipped lenses are covered for 30 days from time glasses are ready for pick up.

* Progressive lenses come with a 30 day non-adapt warranty which starts the day the order is ready to be picked up. Patients unable to adapt to progressives can exchange their lenses for single vision or bifocal lenses at no additional charge. Any Progressive Lens Design change is limited to one re-do, therefore we recommend to try the initial progressive lens design for two weeks before making changes. Refund or difference in price will not be provided.

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Knowing how important your sight is to you, we make every effort to get your order to you as soon as possible. However, events may occur that may delay an order, such as breakage, improper lens fitting or back order. Please keep in mind that all dates given are estimates, and therefore cannot be considered contractual.

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For orders left over 90 days, we can not take responsibility, nor can we offer any refunds.

We appreciate your understanding of our store policies.