

WESTERN CAROLINA EYE ASSOCIATES

Optical Warranty Information

Boone: 828-264-0042 x 126 Ashe: 336-246-3937 x 204 Avery: 828-898-7770

FRAME WARRANTY:

Most frames are guaranteed against defects in materials and workmanship for one year. (Maui Jim, Flexon, and Silhouette frames have an extended two-year warranty against defects.)

We will honor a one-time frame change, excluding EyeMed, as a frame change is considered a new order.

Your warranty covers:

1. Separation of metal/plastic attachments
2. Separation along solder point
3. Cosmetic defects

Your warranty **DOES NOT** cover:

1. Breakage or damage due to excessive force, accidental or otherwise
2. Any problem that has occurred after obvious prolonged wear

**The use of glue or other bonding agents will void the warranty.

PRE-OWNED FRAMES:

_____ I understand by using my own pre-owned frame that Western Carolina Eye Associates is not responsible for replacing my frame or frame parts if breakage of frame occurs during production of lenses or during any future adjustments.

_____ I understand in the event of breakage of a discontinued frame, I will be responsible to purchase new lenses for a new frame.

OPTIONAL SCRATCH WARRANTY (as of 05/26/17): Lenses covered under scratch warranty will be remade in the same prescription and original frame. The following warranties apply when purchased:

CRIZAL: 2 years, 2 time replacement

CR-39 Transition: 1 year, 1 time replacement

EVC: 2 years, 2 time replacement

AGT Plus: 2 years, 1 time replacement

TD2: 2 years, 2 time replacement

Factory Scratch Coat: 1 year, 1 time replacement

LZY: 2 years, 2 time replacement

Polycarbonate: 1 year, 1 time replacement

60 DAY NON-ADAPT WARRANTY: Western Carolina Eye provides a 60 day non-adapt warranty for all lenses. If a patient cannot adapt to the original lenses, we will remake one time at no charge based on the needs of the patient. It may be necessary to schedule an appointment prior to remaking the lenses to verify the prescription.

This visit will be at no charge. If satisfaction is not achieved after remaking the lenses, patient may request a refund within 90 days of the original purchase. The amount of refund will be reduced by a 30% processing fee off the retail price.

If a decision is made to cancel the order, we must be notified immediately. We will contact the lab and attempt to stop the processing of the order. If the order can be canceled, a full refund will be issued. If the order cannot be canceled, a refund for the lenses will be given, but reduced by a 30% processing fee. (**EXCLUDING particular Insurances**).

You will be notified as soon as your glasses are ready. All glasses must be picked up within 30 days of this notification. Balances on all goods and services must be paid in full before glasses are dispensed. We will not be responsible for any frames or lenses left over 60 days. Items left over 60 days will be disposed of at our discretion.

Date: _____

Optician: _____

Medical Record #: _____

Encounter #: _____

I have read the warranty information and return policy for the optical goods I am purchasing. I understand and agree to the terms of the policy.

Patient Signature: _____