



ST. HELENS EYECARE SPECIALISTS

Frame and Lens Warranty Policy

Effective November 2nd 2022

Eyeglass frames you buy at our office (**with the exception of clearance or discounted frames**) are warranted to be free of manufacturer's defects for **one year**. And will be replaced **one time** during that one year period if broken due to a manufacturer's defect at no cost to you.

(Manufacturer's defects include: structural design, hinges, welding points, and colorings. Manufacturer's defects DO NOT include: flagrant misuse causing frame damage, scratching or tarnish; pet damage; destruction or damage by vehicle; stepping on or sitting on the frame; bending or twisting the frame; or any other damage not considered a manufacturing flaw.)

As frames age, they may become brittle in ways invisible to the human eye. If an older frame is no longer being manufactured and is not available for purchase the patient assumes all risk when putting new lenses into their old frame.

If patients choose to place new lenses into an **old or new frame that was not purchased in our office**, St. Helens Eyecare Specialists will not be held liable if the lab breaks or damages the frame.

Lenses with scratch-resistant coatings (including all non glare lenses) are warranted to be free of manufacturer's defects for one year and will be replaced **one time** if scratched in the first year at no cost to you*.

Scratch resistant coatings make it harder to scratch the lenses but do not make your lenses scratch proof. Proper care should be taken when cleaning your eyeglass lenses to rise dust off prior to cleaning and use proper lens cloths and lens cleaner.

* 1. Safety lenses are not covered by the one year scratch warranty.

* 2. Glass Lenses are not covered by the one year scratch warranty

Non-adapt policy

If you are fit into a progressive (no line bifocal) and cannot properly adapt to this type of lens, we will remake your lenses into either a single vision or lined bifocal at no additional cost to you within the first 30 days of receiving your glasses. The new lenses must be put into the original frame purchased. We will not refund the original upgrade cost of the progressive lens. **We cannot remake the lenses at no cost if it has been more than 30 days from the time you received your glasses.**