

## Eastside Eye Studio Warranty

**Frame Policy:** Frames are **not** refundable. However, within 30 days, if you are not satisfied with your original selection of frame, we will exchange your frame for a \$25 service fee. This service fee will be in addition to any increase in cost for your new frame (if the cost of new the new frame is more than the cost of the original frame)

### **Prescription Re-Make Policy:**

**0-30 days:** There is no charge if the doctor changes your prescription within 30 days of picking up your glasses. Any change in lens material from the original purchase may result in additional fees.

**31-90 days:** The patient is responsible for the lab fee of the lens re-makes. Any change in lens material from the original purchase may result in additional fees.

**91 days and older:** The patient is responsible for all fees associated with the lens changes.

**Lens Material Policy:** Any suspected lens defect will be sent back to the lab for determination of warranty coverage.

**Lens Coating/Options Policy:** Any suspected defect will be sent back to the lab for determination of warranty.

**Frame Re-Use Policy:** If you choose to re-use your original frame from a previous purchase, Eastside Optical Studio will not be held responsible for any damage sustained to the frame or frames parts.

**Lost/Broke Glasses Discount Policy:** If you purchase a complete set of eyeglasses from Eastside Optical Studio and lose or break your eyeglasses, we are happy to offer you a discount on a new purchase according to the following schedule:

<30 days-50% discount

31 days-6months-30% discount

7 months-12 months-25% discount

**Adjustments:** Are provided for free to all Eastside Eye Physicians patients.

**Cancellation of Orders:** There is a 50% service fee on all lab charges. Lab charges are incurred the same day the eyeglasses are ordered.