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General and Behavioral Optometrists

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Our Eyeglass Policy

We will start your custom eyeglass order immediately. For this reason, cancellations on eyeglasses are not permitted. All glasses are custom crafted for you with your unique prescription, and all eyeglass lenses are custom cut to fit the frame you have selected. Therefore, you may not switch frames after your lenses have been cut. Cash refunds are not possible. The following warranties are provided at no additional charge.

Frame Warranty:

- * All damaged or broken frames will be repaired or replaced, at no charge, one time within one year from date of purchase. All broken frame parts must be returned to be covered by warranty. This warranty excludes nose pads and temple covers.

Lens Warranty:

- * Polycarbonate or Trivex (Phoenix) lenses will be replaced because of breakage, at no charge, for one year from date of purchase.
- * Drill mounted lenses are warranted for breakage for six months, only if made in polycarbonate, Trivex, or higher index materials.
- * Glass lenses are excluded from this warranty.
- * All scratch-guarded and/or anti-reflection coated lenses will be replaced for scratches with lenses of the same prescription. These coated lenses will be replaced one time within one year from date of purchase.
- * Progressive lenses and specialty lens materials will be replaced one time, for non-adapt reasons with a different lens or material, in the same frame, at no additional cost or refund, within 60 days from date of purchase.
- * All damaged lenses must be returned to be covered by warranty.

Warning!

Glass lenses, ordinary plastic lenses, dress eyewear, and contact lenses do not provide adequate protection for those involved in active sports. Polycarbonate lenses are *always* required for children, sports activities, and monocular patients.