

Optic Nerve Polaris Sales/Return Policy

GLASSES PRESCRIPTION

INSIDE RX: We have a **30-DAY Prescription Satisfaction Guarantee** included with the purchase of glasses from Optic Nerve Polaris, when using an Rx from our doctors. If the Rx is from Optic Nerve Polaris and filled at our office, any prescription changes made to the lenses due to not being able to adapt to the prescription will occur at no additional lens fees, if returned within **30 DAYS**. A one-time remake can be done at no additional charge if prescription issues exist; otherwise all additional changes become the financial responsibility of the patient.

OUTSIDE RX: If Glasses are ordered using an Rx from an outside optometrist or ophthalmologist, (not from Optic Nerve Polaris), and there is a vision problem with the Rx — we will ensure that the Rx was made correctly as specified by the prescribing eye doctor. If the problem persists — we encourage those patients to return to their eye doctor first and see if the problem was due to a prescription change. We will be happy to offer at no additional charge a one-time Dr.'s Rx-Change Re-Make with a new, valid prescription from your doctor. If however the problem persists after the first re-make, we encourage those patients to be evaluated by one of our doctors.

LENSES

LENS SCRATCH WARRANTY: All of our lenses purchased with an Anti-Reflective Coating come with a **2 YEAR SCRATCH PROTECTION**. These lenses, if scratched, can be re-made ONE TIME within the 2 Year period at no additional charge in the original Rx and Frame. If any additional lens replacements are done, there will be a \$25.00 fee.

PAL NON-ADAPT: We encourage patients to utilize the newest and most technologically sophisticated Lens Designs — this includes the Progressive Addition Lens or "No-Line-Bifocals." Sometimes patients cannot adapt to this type of lens design. For first time PAL non-adapts, we offer, at no additional charge, a one-time redo completely remaking the glasses into either a single vision distance/near glasses or a lined bifocal, again at no additional charge — if returned within **14 DAYS**. Otherwise all changes become the financial responsibility of the patient.

LENS OPTIONS — Add-On/Removal: Any changes made to a lens order must be made within **14 DAYS** from the date of purchase. Once outside of 14 Days, patients will pay the RETAIL COST of any additional lens options whether using vision insurance or not. Any removal of lens options (transitions, anti-reflective-coating, tints, etc.) can only be done within the first **14 DAYS** from the date of purchase. Outside 14 Days, patients must pay RETAIL COST.

LENSES ONLY ORDERS: If you choose to use your own frame, you are doing so at your own risk. Neither the lab nor Optic Nerve Polaris will be held responsible for any damage or breakage incurred by the handling of your frame for a lenses only order. The frame used for this order must pass inspection by Optic Nerve Polaris & deemed acceptable to place new lenses in your existing frame. You must sign a frame waiver to use an existing frame.

FRAME

FRAME WARRANTY: All of our Frames come with a **ONE YEAR ONE TIME WARRANTY** against defects, unless the frame is discontinued at the time of purchase. Accidental Damage and/or Loss is **NOT** covered under this warranty. The frame, if found to be defective may be eligible for a One-Time replacement of the exact same model if found to be defective within the first Year. Patient must return broken frame.

FRAME ONLY PURCHASE: Frames are only returnable if returned in the exact same (New) condition as the time of purchase; and may only be returned within **14 DAYS** from original date of purchase. Outside of 14 Days — Frame only purchases are **NON-RETURNABLE — NO EXCEPTIONS.**

FRAME RESTYLE: On occasion, patients can be allergic to certain metals in ophthalmic frames, primarily Nickel. If this happens a **ONE-TIME RESTYLE** into a New Frame that will not cause an allergic response will be provided with new lenses at no additional charge. Any further frame-restyles will be at the financial responsibility of the patient. If the Restyle is due to a non-optical/non-allergy reason; a **ONE-TIME ONLY** style change can occur, and it can only take place within the **14-DAYS** from the date of purchase. Outside of 14 days — Frame Restyles will be at full RETAIL COST; and the cost involved for making new lenses for restyled frame will be at full RETAIL COST.

NON PRESCRIPTION EYEWEAR (SUNGLASSES)

ALL SALES ARE FINAL.

NON PRESCRIPTION EYEWEAR (SUNGLASSES) PURCHASED AS A GIFT

May be exchanged or returned within **14-DAYS** if in new condition and have not been worn. You may be subject to a \$25.00 restocking fee.

ITALEE PURCHASES

ITALEE ORDERS: Custom Orders — **NO RETURNS. NO EXCEPTIONS.** Can Re-Do ONLY if Prescription Issues Exist; and returned within the **FIRST 14-DAYS.**

ALL GLASSES ORDERS ARE CONSIDERED FINAL @ 14-DAYS. NO RETURNS/REFUNDS AFTER 14-DAYS. CO-PAYS/INSURANCE OVERAGES WILL NOT BE REFUNDED.

CONTACT LENSES

Can Only Return/Exchange **UNOPENED** Boxes within **14-DAYS** from the original date of purchase from Optic Nerve Polaris. Contact Lens Boxes may only be returned if the boxes are UNOPENED and in the original condition as they were in at the time of purchase i.e. the boxes CANNOT be damaged at all. Contact Lenses on order **MUST** be picked up within **14-DAYS** from the original date of purchase, otherwise the order is considered cancelled and the contact lenses will be returned to the manufacturer.

EXAM FEES & CO PAYS

Exam Fees are payments for services already rendered and therefore are **NON-REFUNDABLE.**
NO EXCEPTIONS.

Co-Pays are payments for services or materials that are already rendered and therefore are
NON-REFUNDABLE. NO EXCEPTIONS.