



Patient Name: _____

Date: _____

Manufacturer Defect Warranty

All eyeglasses purchased at Premier Eyecare are guaranteed to be free of manufacturer defect for **90 days** from the original date of purchase. Manufacturer defects on lenses include coating defects, drill mount defects or cracking. Scratches on lenses are not considered a manufacturer defect. Frame manufacturer defects include loss of frame decal/enhancement, chipped paint and malfunctioning hinge or mount. Manufacturer's defects DO NOT include flagrant misuse or abuse of frames, 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.

Patients can expand their coverage by opting to purchase the Premier Eyewear Protection Plan which has unlimited coverage due to damage or breakage not covered under the 90 Day Manufacturer Defect Warranty.

_____ I understand the manufacturer defect warranty

Premier Eyecare Eyewear Protection Plan

Premier Eyecare offers a one year Eyewear Protection Plan that provides more coverage due to accidental damage or damage caused by normal wear and tear. The Protection Plan cost is **\$25.00** dollars per pair at the time of purchase.

The Protection Plan covers:

- Broken or damaged frame
- Excessive scratches on lens or frame
- Repairs and maintenance for one year
- Unlimited use for one year from original date of eyewear purchase

The Protection Plan details:

- **At the time of use, the patient will be responsible for 15% of full retail price.** The patient must pay the full retail price of any upgrades added at the time of use. The price will be based on current retail pricing on the frame and lens.
- Not available for purchase or use on Wiley X sunglasses; or lenses on a sunglass frame with manufacturer provided lenses (non-prescription).
- The prescription must be the original prescription used at the original date of purchase.
- The plan must be purchased at the time of eyeglass purchase or before the eyeglasses are dispensed.
- The plan does not cover lost or stolen eyewear. All products must be returned for credit.
- Only valid on the original frame and lens purchase. In the event the frame or lens is no longer available, you will be refit in a frame/lens of equal or less value.
- The Protection Plan Fee is non-refundable and non-transferrable to other orders.
- After one year from the date of eyewear purchase, the Protection Plan is invalid and the patient will be responsible for full retail price for replacement of eyewear.

_____ I understand and accept the Protection Plan _____ I decline the Protection Plan



EYECARE PRODUCTS POLICIES & PROCEDURES

Sunwear:

Non-prescription Frames and Sunglasses must be returned or exchanged within 14 days of purchase with receipt and in ORIGINAL condition.

Prescriptions:

- Due to the custom nature of glasses, all Prescription Frame and Sunglass Sales are Final: No refunds or exchanges will be given. Payment is expected at time professional services are rendered and no refunds will be made for services.
- For Prescriptions we fill written by doctors at Premier Eyecare - an office visit to recheck the prescription will be provided and if new lenses are necessary, they will be changed at no charge within 90 days of the exam. Re-check visits and/or new lenses after 90 days will be charged the usual fees.
- For prescriptions written by other doctors, if a new prescription is needed, we will re-do the lenses with the new prescription ONE time within 90 days of the exam. Any additional re-dos will be at the usual fees.
- For all lenses - any options that are on the original lenses that are not wanted on the redo will NOT be refunded.
- For our prescriptions that are filled elsewhere, if a lens prescription change is needed after glasses are made, the new prescription will be provided at no charge within 90 days of the exam. We will not be responsible for any lens or frame charges incurred. Most reputable optical dispensaries allow doctor Rx changes at no charge, but it is up to the patient to inquire about such policies in advance of purchase.

Frames:

- The utmost care will be taken in the handling of patients' own frame(s), but due to the fact that the frame is not new, or new but not purchased at Premier Eyecare, Premier Eyecare will not be responsible for any damage that might occur.

Contact Lenses:

- Only boxes that are unopened in resalable condition - free of any markings, dents, or damage will be exchanged or refunded.

We are not responsible for glasses or contacts that are not picked up within 90 days. Payments or deposits will NOT be refunded.