



## **POLICIES (Effective July 1st, 2012)**

### **Professional Errors**

- ◆ Progressive: Scratch warranty, and progressive non-adapts reprocessed at no charge.
- ◆ A courtesy charge of 50% of the Rx cost (including extras) will be made on prescription lens changes due to doctor error. (This does not include lens color changes).
- ◆ A time limit of 90 days will apply to all changes.
- ◆ A copy of the original order must accompany the request in order to be considered for the professional error charge.

### **Canceled / Duplicate Rx Orders / Changes & Lab Remakes**

- ◆ Any Rx already in manufacturing process cannot be canceled.
- ◆ Any cancellations, changes made to an Rx before manufacturing process has begun, or changes made to an Rx already in manufacturing process, but which does not cause a remake, will be processed at no charge. For any changes made to an Rx already in manufacturing process, which requires a remake, the original Rx will be billed in full and the additional Rx billed with a 33% discount of the regular prescription price.
- ◆ All remakes due to lab error will be processed at no charge with specific reasons, original invoice and lenses returned; credit will be issued when lenses are received.
- ◆ This policy applies to any Rx changes due to customer, professional, or lab error up to 60 days from original Rx delivery.
- ◆ Frame changes are excluded from this policy.

### **Telephone / Fax / Internet Orders**

- ◆ Rx orders received incorrectly by phone, fax or internet will be invoiced with a 50% discount.

### **Credit / Lens Returns**

- ◆ Rx lenses returned for credit must be received within 60 days of the replacement invoice date.
- ◆ Stock lenses, frames and supplies or accessories returned for credit must be received within 90 days of the original invoice date.
- ◆ Lab errors are subject to review. Rx orders within ANSI standards are not eligible for credit.
- ◆ Authorized vouchers or coupons must be submitted with original order to receive credit.
- ◆ Accounts on credit hold are not eligible for credits, discounts or promotions.
- ◆ Please allow up to 30 days for credit processing.
- ◆ Credit balances may only be used for merchandise.

## **POLICIES (Continued)**

### **Customer Edging (Un-cuts)**

Before edging, lenses should be inspected to insure they are free from flaws and defects. If any problems should occur in the customer's lab (example: scratches, wrong shape, off axis, size, PD, chips) we will remake the original prescription at our normal price subject to statement discounts. If you are experiencing edging issues we will partner with your office staff to help with training.

### **Customer Supplied Frames**

- ◆ Customer assumes responsibility for replacing broken or defective frames.
- ◆ We are not responsible for breakage of patient's own frames.

### **Frames and Specialty Sunwear**

- ◆ We are not responsible for replacing broken non Rx-able frames.
- ◆ We are not responsible for replacing broken frames where the Rx exceeds manufacturer's limitations and recommendations. In some cases, using non-manufacturer supplied lenses will void their frame warranty (e.g. Oakley, Maui Jim, Costa Del Mar, etc.).
- ◆ Due to the necessity for sunwear frame evaluation, we must wait until the frame is received to begin processing. This allows proper lens selection for wrap frames, as they often require special processing.

### **Payment Terms**

- ◆ All accounts must be kept current.
- ◆ Accounts with a balance in the:
  - 30 day column will be placed on COD
  - 60 day column will be placed on credit hold
  - 90 day column will be sent for collection
- ◆ Accounts must be current to participate in all incentive programs, special programs ECT.
- ◆ Accounts paid beyond the due date are past due and subject to finance charges.

### **Prompt Pay Discount**

To qualify for the 2% prompt pay discount, full payment must be received by the 10th of the month. Payments made by credit card are not eligible for prompt pay discount, however the invoice discount still applies.

### **Pricing**

Prices are subject to change without notice. Current price list can be found on our web site: [www.opticalprescriptionlab.com](http://www.opticalprescriptionlab.com)



**POLICIES** (Continued) (Effective July 1st, 2012)

**WARRANTIES**

**Customer account must be current to be eligible for any warranties.**

**Scratch Coating**

All scratch coated lens products are guaranteed under normal wear conditions as follows:

- ◆ Factory scratch coated lenses are guaranteed for 1-year.
- ◆ **TD2** scratch coated lenses are guaranteed for 2-years.

**Stock Lenses / Frames / Accessories**

- ◆ Supplied frames, stock lenses and accessories will be guaranteed under manufacturer's warranty.
- ◆ There is a 25% restocking fee for products returned. Items must be returned in original packaging and condition.

**Drilled Rimless Warranty**

On Drilled Rimless, Polycarbonate, Trivex, 1.60 Index, 1.66 Plastic and 1.67 Index against splitting and cracking for one year, one time.

**POLICIES** (Continued)

**Varilux 365 Day Patient Satisfaction**

- ◆ Within 365 days of invoice, if the patient is not satisfied with the progressive addition lenses, the lab will remake the progressive addition lenses with a fitting change one time at no charge in the same progressive design and material (or lesser priced design or material). If the patient still cannot adapt after the no-charge replacement, we will remake the Rx into conventional lenses at full charge on the invoice.

OR:

- ◆ Within 365 days of delivery, if the patient is not satisfied or cannot adapt to the original progressive lenses and prefers to go directly from the original progressive Rx to conventional lenses, the original progressive lenses will be credited and the conventional lenses will be billed at full charge.

**Anti-Reflective Coatings**

All anti-reflective lens products are guaranteed under normal wear conditions as follows:

- ◆ *Crizal* lenses are guaranteed for 2-years. (Two Times)
- ◆ *ProClean* lenses are guaranteed for 2-years. (One Time)
- ◆ Standard AR lenses are guaranteed for 1-year. (One Time)