

20/20 Vision CARE

✨ Your purchase qualifies for the following warranty:

Your warranty and guarantee period starts on the day we notify you that your glasses are ready for pickup. This ensures you have the full benefit of our support from the moment they are available to you.

🛡️ 1 YEAR LIMITED WARRANTY

(Minimum purchase to qualify: Value Package, value frames priced at less than \$100, and lenses with enhanced Hard Coat coating. Any lenses with basic scratch coating, or basic anti-reflective are not eligible for warranty). Some exceptions apply

Frame | Lenses

- All Original Parts And Pieces Must Be Returned To Qualify for Warranty.
- 1 Year Manufacturer Defect Lens Replacement Guarantee.
- 1 Year Manufacturer Defect Frame Replacement Guarantee.

🛠️ 2 YEAR NO WORRY WARRANTY

(Minimum purchase to qualify: Kids Package, lenses with premium anti-reflective coating or a premium scratch coating, and a frame purchase over \$100. Clearance products are not eligible for warranty). Some exceptions apply

Frame | Lenses

- All Original Parts And Pieces Must Be Returned To Qualify for Warranty.
- 1 Time Accidental Damage Replacement on Frame and/or Lenses.
- 50% off additional replacements within 2 years (Parts must still be returned).
- 1 Time Cracking Replacement on Lenses (Available only with Zeiss Duravision Products).

☀️ CLIP ON SUNGLASSES

- **Custom Clip-ons:** Not covered under warranty. Replacement lenses can be purchased if they are scratched.
- **Aspex Magnetic Clip-ons:** Do not have a standalone warranty but can be replaced at no additional charge if a damaged frame is being replaced under warranty, and you have all parts for exchange. Replacement lenses can be purchased if they are scratched.

👨‍⚕️ Extended 2-Year Doctor Change Warranty (For Cataract Use)

When you purchase the extended warranty at the time of your order, we offer a doctor's change at no additional charge for up to 2 years from the initial purchase date. This option is only available in cases of cataract surgery or similar medical conditions. This is a planned change.

🚫 Cancellation:

We understand that plans can change. Therefore, we are pleased to offer a full credit for cancellations made before lens processing begins. If an order is canceled or changed after lens processing has started, we can issue a credit for 50% of the invoice price. Please note that due to the custom nature of eyewear, cancellations cannot be accepted 48 hours after placing an order.

🕒 30 Day Satisfaction Guarantee:

If for any reason you do not love your prescription glasses, they can be EXCHANGED (subject to a \$50 processing fee). Glasses must be returned in original resellable condition for the 30-day satisfaction guarantee. This guarantee is not available on products without a warranty.

Note: Custom clip-ons, made to match the frame being replaced, are not eligible for exchange or return.

⚠️ Temporary Adaptation:

- A pulling or drawing feeling in or around the eyes.
- Flat objects, straight lines, or right angles may feel tilted or out of square.
- Peripheral perception changes may be noticeable, especially when you or an object is in motion.
- To help you adjust, we suggest putting your old glasses away. Switching back and forth between your new and old glasses will only delay your progress. Also, try not to look at your feet when you walk. If you wear your new prescription as recommended, full adaptation should take place within 2-3 weeks. Call us if you experience longer-than-expected adjustment difficulties.

❌ Non-Adaptation:

- **30 DAY PHOTOFUSION NON-ADAPT:** If you are not satisfied with your Photofusion lenses within 30 days, we will replace them with the same lens, clear.
- **90 DAY PROGRESSIVE NON-ADAPT:** If you are not satisfied with your progressive lenses within 90 days, we will replace them with a different lens.

📌 Notes:

- All warranty work is based on the ORIGINAL date of purchase.
- If the original product is no longer available, we will make every effort to provide you with an equivalent replacement of equal value.
- Manufacturer defects do NOT include damage caused by customer misuse or normal wear and tear.
- Please note that coating crazing is not considered a manufacturer defect. Excessive heat or use of harsh chemicals can cause lenses to craze.
- Glasses with built-in technology (e.g., Ray-Ban Meta glasses) are subject to the warranty and discretion of the manufacturer.

👶 **Special Children's Warranty:** Children under 13 are eligible for a one-time prescription change within the first year of purchase, provided a DuravisionCoating is also purchased (must be at least a +/-0.50 change).
Please Note: If there is a price difference due to the complexity of the prescription, the patient is responsible for the additional cost.

👕 **Kids Spare Pair Package:** Take advantage of our dramatically discounted Kids Spare Pair Package, providing excellent value for an additional pair of eyewear. While this package does not include a warranty, it's a great option for families who want a backup pair ready for unexpected mishaps or misplacements. It's an affordable way to ensure your child always has a way to see!

👁️ **Special Myopia Management Warranty:** For anyone who purchases myopia management lenses, we offer a one-time prescription change within the first year (must be at least a +0.50 change).

Special Lenses:

👓 **Oakley Authentic Rx**

👓 **Ray-Ban Authentic Rx**

👓 **Costa Authentic Rx**

🌞 **Persol Sun Authentic Rx**

- **Adaptation:** 60 days (from shipping date)
- **Manufacturer defects:** Corrected at no charge for 2 years (at Luxottica's discretion)
- **Warranty:** One-time replacement in 2 years (from purchase date). This includes issues like front surface scratching, crazing, or peeling. Lenses are replaced in identical form.

🌺 **Maui Jim Authentic Rx:**

- **Adaptation:** 60 days (from shipping date)
- **Manufacturer defects:** Corrected at no charge for 2 years (at Maui Jim's discretion)
- **Warranty:** One-time replacement in 1 year (from purchase date). This covers issues such as front surface scratching, crazing, or peeling. Lenses are replaced in identical form.

⚡ **Avulux Migraine Control:**

- **Adaptation:** 60 days (from shipping date)
- **Manufacturer defects:** 6-month manufacturer defect warranty (at Avulux's discretion)
- **No Accidental Damage warranty at all.**

🔬 **Epic Labs:**

- **Adaptation:** Replaced at half price
 - **Manufacturer defects:** 6-month manufacturer defect warranty (at Epic's discretion)
 - **Other:** In the event of adaptation/satisfaction issues, we will not refund any shipping costs from this company.
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Caring for Your Glasses 🕶️🌟

DO:

- **Rinse First:** Start by rinsing your lenses with warm water to remove any abrasive particles. 🚰
- **Soap It Up:** Apply a lotion-free liquid hand soap or dish soap and gently rub both sides of the lenses. 🧴
- **Rinse Again:** Thoroughly rinse with warm tap water. 💧
- **Dry Gently:** Use a microfiber cloth to dry your lenses. 🧻
- **THEN:**
 - **Spray and Wipe:** Spray your glasses with the provided cleaner. 🧴🌟
 - **Use the Right Cloth:** Always use a microfiber cloth or a one-time lens wipe to clean. 🧻

DO NOT:

- **Expose to Extreme Temperatures:** Never leave your glasses in the car, near a campfire, BBQ, or flat iron. Excessive heat can damage the coatings and affect your vision. 🚗
 - **Use Harsh Cleaners:** Avoid cleaning products like Windex, as they can damage the coatings on your lenses. 🚫
 - **Use Rough Materials:** Do not clean your glasses with paper towels, facial tissue, or your shirt. Always use the microfiber cloth provided. 🧻
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Caring for Your Microfiber Cloth 🧻🌟

- **Gentle Cleaning:** Wash your microfiber cloth with a mild dish detergent like Dawn (avoid any with lotions or cleaning beads). 🧴🧻
- **Laundry Safe:** You can wash your microfiber cloth with your regular laundry, but avoid using fabric softener. Hang it or lay it flat to dry. 🧺🚫

Keep your glasses sparkling clean and your vision crystal clear! 🕶️🌟