



## *Riverfront Eyecare Warranty Policy*

We want to ensure you are 100% satisfied with your new purchase. If you are not happy with your purchase in the first 30 days, let us know. If we have made an error, we will correct it at no charge to you.

If, in the first 30 days:

- You cannot adapt to your prescription, we will replace your lenses at no cost. <sup>1</sup>
- Your frame breaks, we will replace it at no cost. <sup>2</sup>
- You aren't happy with your frame, we will replace with a frame of equal or lesser value at no cost. <sup>3</sup>
- You are unable to adapt to your progressive lens, we will replace with a single vision (SV) lens or lined bifocal at no cost. <sup>4</sup>
- Your lenses crack or chip, we will replace at no cost. <sup>5</sup>

FRAMES & LENSES are warrantied to be free of manufacturer's defects, including material and workmanship, for one year from the date-of-purchase. Scratching is a normal result of use, and is not considered a defect. Breakage by use or loss is not covered.

SAFETY LENSES made of polycarbonate are warrantied for 90-days against cracking or breakage; but do *not* carry a warranty for scratches or AR coating.

Damage resulting from abuse, accident, unauthorized product modifications or alterations; failure to follow manufacturer's clean and care instructions; third-party actions (fire, collision, theft, etc.); animals and insects; will nullify the above warranty, and all costs associated with replacement and/or repair are the patient's responsibility:

<sup>1</sup> Frames cannot be exchanged under the lens guarantee. We will replace lenses in the same frame.

<sup>2</sup> Does not cover accidental damage, scratches, breakage or theft. Breakage by use or loss is not covered.

<sup>3</sup> A new frame REQUIRES new lenses- new lenses will be made at 50% retail. Patient is responsible for cost of lenses & shipping costs. If the new frame is of greater retail value, patient is responsible for difference.

<sup>4</sup> SV or lined bifocal replacements are limited to a one-time remake. No refund will be issued, only exchange of lenses in the patient's current frame.

<sup>5</sup> Excludes semi-rimless or drill mounted lenses not made with polycarbonate or Trivex material.