

Your new eyeglasses are guaranteed to be free of manufacturer defects, including material and workmanship, for one year from the date of purchase.

Eyeglass lenses are custom-made devices and are not refundable.

**Your satisfaction is important to us. We offer the following warranties:**

## **Doctor's Rx Changes**

- 1) **For prescriptions by doctors at the University Eye Center (UEC) filled at the UEC Eyewear Center:** New lenses with the same style lens will be made at no charge within 45 business days of dispensing. The date of dispensing is considered to be no greater than 10 business days after the date of your notification that your glasses are ready.
- 2) **If a UEC prescription is filled elsewhere and an Rx change is needed:** We will not be responsible for any charges incurred. Most reputable optical dispensaries allow doctor Rx changes at no charge, but it is up to you, as the consumer, to inquire about such policies in advance of purchasing.
- 3) **For prescriptions written by doctors outside of the UEC:** Eyeglass lenses will be remade one time at no charge if the prescribing doctor provides a new written prescription within 30 business days of the glasses being dispensed. A prescription change after one free remake or after 30 business days will be charged the usual and customary lens fee.

## **Progressive Lenses – Non-adapt**

If you are unable to adapt to your progressive lenses that were made at the UEC Eyewear Center, we will make new lenses, at no charge, in any other design you wish within 60 business days of dispensing. Since the original lenses were a custom prescription order, there are no refunds for the cost difference if the remake pair is of lesser value. You would be responsible for any cost difference if the remake pair is of greater value.

## **Frame and Lens Warranty Policy**

All frames purchased at the UEC Eyewear Center have a one-time one-year manufacturer's defect replacement warranty from the date of purchase. Frames that are mistreated, used or abused in a way not consistent with normal wear and tear will not be covered under the manufacturer's replacement warranty. Scratching is a normal result of use and not considered a defect. Lenses may be remade one time under the scratch warranty policy within three months of purchase either under a scratch warranty policy or for a small fee. Lenses that are mistreated, used or abused in a way not consistent with normal wear and tear will not be covered under the manufacturer's replacement warranty. Lost glasses are not covered under the warranty.

**UniversityEyeCenter.org**  
**(877) 570-5222**

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