



## **FAMILY EYE CARE**

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Sales Invoice Notice(s)

Processing time for glasses: Under most circumstances, the time required to make your glasses takes an average 7-10 business days. Complex lenses such as progressives, bifocals, tinting, or other specialty lenses (i.e. transitions) may require extra processing time. Business day does not include the date of the order, weekends or holidays. There may be circumstances beyond our control such as backorders, lab or shipping delays, etc. If your glasses are fabricated through your insurances' lab (i.e. Davis Vision, VSP, Spectera, etc.), we do not control their schedule, and as a result, there may be additional processing time. We will contact you regarding any questions about your order. If we are unable to reach you, this too, may cause delays in the overall processing time. Lastly, you have 24 hours to cancel your order. We will make every effort to cancel the order, but if the cancelation occurs after our office and/or the processing lab's office hours, or if the order is already processing; we cannot cancel the order. Orders in process will adhere to the refund policy set out below.

Refund Policy: There is no refund on services rendered. There is no refund given on purchases of frames, sunglasses, lenses, sprays, cloths, materials, etc. Contact Lenses Return Policies: Returns and exchanges need original invoice, must be within 30 days of sale, and maybe subject to restocking and any applicable fees. We only accept boxes that are in factory sealed (unopened), undamaged, unmarked, undiscontinued, and in a re-saleable condition. Expiration dates must be no less than six (6) months. Contact Lenses purchased before (without) a follow up and then subsequently returned will be subject to a restocking and shipping fee(s). Limited manufacturer's frame and lenses warranty: all frames and lenses warranty varies by manufacturer. Typically, the frame warranty covers manufacturing defects but not damage induced by the wearer or due to excessive conditions such as heat, moisture, breakage, misuse, negligence, abuse, etc. The frame warranty is specific only to frame purchased, and warranty transfer to other frame and/or person is not permissible. The lenses warranty depends on material and coatings. The lenses warranty is specific only to the prescription and/or the frame obtained upon purchase and warranty transfer to a new prescription and/or person is not permissible. Progressive lenses non-adapt: You may change to another lens within 60 days from purchase, but there is no refund on any price difference. Progressive lenses upgrades: You may upgrade to a progressive lens within 60 days from purchase, but patient will be responsible for additional costs.

If repair or replacement of defective items is required, the customer, by the warranty, is required to bear the expense of transportation for returning the defective item to the vendor/manufacturers location and subsequent return. The minimum shipping and handling charge is \$20.00 USD, and payment is due before shipment of item. Unclaimed property (glasses, contact lenses and/or trials, personal property, etc.) whether unpaid, partially, or fully paid will be held by us for 30 days (60 days for contact lens trials) from the date of notification from our office. Notification options include via telephone, email, or mail. Please contact us if you wish for additional time, but arrange with us before the deadline. Any property after the 30th day (60 days for contact lens trials) is deemed unclaimed and/or abandoned. If the property is personal, unpaid, or contact lens trials, we will elect to return, resell, donate, or dispose (depending on condition) the item. If the property is partially paid, we will resell the property, and apply the monies collected to any outstanding debt owed. Any remaining outstanding debt owed will be your financial responsibility. If the property is fully paid, we will elect to resell the property, donate, or dispose (depending on condition) the item. In the case of any unclaimed/abandoned property, there will be no refunds or credits.

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The following charges will be incurred for the following warranty claims and approved contact lens returns:

- Lens Pair Warranty Shipping and Handling - \$5.00 each claim
- Frame Breakage Warranty Shipping and Handling - \$20.00 each claim
- Approved Contact Lens Returns - \$3 per box Plus \$20.00 Shipping and Handling

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