



LIFETIME
vision care

Lifetime Vision Care Eyewear Warranty Policy

Our frames & lenses (depending on products chosen) have a warranty against manufacturer defects for a period of one year from the purchase date (this does not include damage caused by animals/human error i.e. rocks, dropping, stepping/sleeping on). Lenses are custom made according to the doctor's prescription and the treatments you have selected.

Prescription changes by the doctor will be honored for a period of 60 days after receiving your glasses; 90 days from the date of the order. If you fail to pick up your order within 90 days of being notified your warranty will be null and void.

An appointment with the doctor is required to check the prescription before getting a prescription change. There is no charge for this appointment as long as it is done within 60 days of receiving your glasses.

If you are not able to adapt to a progressive lens within 60 days after receiving the glasses we will do a one time non adapt change into a single vision or lined bifocal lens at no charge.

Since all products are custom and final we do not accept returns or offer refunds on eyewear products. Once your glasses are ordered through the lab we are unable to cancel the order.

To properly care for your lenses:

- Rinse off dust and debris with water from faucet before wiping them with a microfiber cloth
- Apply provided/approved lens cleaner or warm soapy water to remove oils
- Wipe lenses gently with microfiber cloth (provided with glasses order)
- Do not wipe lenses with paper products such as paper towels or facial tissues or clothing
- Always return your glasses to their case when they are not being worn (as our fur babies will eat them!)
- Wash microfiber clothes in laundry (no fabric softener) and hang to dry

Lifetime Vision Care would like to thank you for purchasing your new eyewear from our office. If you have any questions please feel free to call or consult with our opticians. We are happy to assist you with any inspections of your eyewear and any minor repairs and adjustments. We do not offer refunds on custom glasses orders, however we will do everything in our power to make it right.

Name: _____ Date: _____

There are no refunds on any glasses orders.