

## Warranty

Thank you for trusting Legacy Eye Care with all your eye care needs.

### *Promise for Life*

Our staff will happily adjust and clean your Legacy eyeglasses or sunglasses for the lifetime of the product. We will also professionally clean and replace your nose pads at no charge once per year for two years from date of purchase.

### *Exchanges and Returns Policy*

All prescription eyewear is custom ordered at the time of purchase and as such cannot be returned for partial or full refund once it is ordered. **All sales are final.**

\*In the spirit of creating happy customers, we deal with every customer individually, and by extension, all possible returns, exchanges and warranties are evaluated on a case-by-case basis. Restocking fees are applied.

### **MANUFACTURE WARRANTY - Lenses and Frames**

#### *Optical Lenses & Coatings Warranty*

Our top quality lenses and coatings are guaranteed against lens peeling (crazing) or manufacture defects for one year from the date of purchase. This is a ONE-TIME REPLACEMENT guarantee and must be in the same prescription as the original order. Scratches acquired to your lenses caused by normal wear, exposure to excessive heat or cold or improper care and handling/cleaning are NOT covered in this warranty.

#### *Frame and Accessories Warranty*

Our top quality frames are covered under manufacture's warranty for one year from the date of purchase. This includes stripped screws, broken nose pad posts, broken or loose hinges, dislodged jewels or logos and oxidation or discolouration. Excessive exposure to heat or cold, prolonged exposure to water or improper care and handling/cleaning are NOT covered in this warranty.

No warranty is offered when a patient uses his or her own-frame, on any packages/ bundle offers or non-prescription eyewear.

### *Make it right!*

Most new eyeglass prescriptions require adaptation time in order to adjust. If after two weeks you are still experiencing visual discomfort, please contact Legacy Eye Care and we will be happy to assist you. Our doctor will gladly re-check your Legacy prescription within 90 days from original exam date. If however, a prescription recheck is required after 90 days, a new full eye exam will be required and exam fee will apply. If you received an eye exam elsewhere or have waited more than 90 days to fill your prescription, please contact them for a prescription recheck.

### *Contact Lens Warranty*

We, at Legacy Eye Care want to insure that you are happy and comfortable with your contact lens trials before purchasing. We will provide you with the trials at your contact lens fitting appointment. If you experience contact lens defects after purchase or find that multiple lenses are defective, we may need to send the lenses to the manufacture to determine the cause. If we have determined that the lenses are a manufacture defect, your lenses will be replaced at no charge.

### *Total Comfort*

If you cannot adapt to your new prescription eyewear within 30 days of your purchase, just let us know and we will do our best to make it right. In some cases the doctor may need to adjust your prescription and we will be happy to **remake the lenses one time at no charge**. Any additional remakes will be at the patient's expense. No credit will be given if you choose replacement lenses of a lower value. You will be charged the difference for the purchase of higher value lenses.

### *New to Progressives*

We understand that adapting to progressive lenses can take more time for first time progressive wearers. We will **provide a one time lens adjustment within 30-days of purchase** to a different progressive lens design of equal or lesser value, lined bifocal or single vision reading or distance lens. No adjustment in price or credit is provided and you will be charged the difference for the purchase of higher value lenses.

### *Re-style*

No warranties or credit are provided for restyling into a different frame. The new frames and lenses will be at full cost.

### **LEGACY EXTENDED WARRANTY (Accidental damage or breakage)**

#### *Children (0-16 years of age) and Adults (17 and older)*

You can choose to have extra peace of mind and purchase the extended warranty for your prescription glasses that will allow a ONE TIME REPLACEMENT of either frame or optical lenses, no questions asked. That's correct, this includes accidental damage or breakage to your frames or lenses. The prescription lenses will be replaced with the same prescription and lens type as initial order.

*The extended warranty must be added at time of purchase of glasses.*