

Lake Ridge Vision



Return Policy

Glasses & Contacts

Revised December 2017

Defective Frames: If under normal use, your frame breaks due to a manufacturer defect, we will repair or replace it at no additional charge for 30 days from the dispense date. It remains the discretion of the manager and/or doctors to

determine if the frame is defective or has become damaged due to improper or unreasonable use. Outside of this time frame there is a 1year warranty, which could be purchased for \$25.

Defective Lenses: If under normal use, your lenses appear to be defective for any reason due to manufacturing defects, we will replace the defective lens at no additional charge. This policy is effective 30 days from the dispense date. This is a one-time only policy and the lens will be replaced with the original prescription. It remains the discretion of the manager and/or doctors to determine if lenses are "defective". Damaged or abused lenses will not be replaced free of charge. Outside of this time frame there is a 1year warranty, which could be purchased for \$25.

Prescription: If after receiving your glasses you feel that you cannot see properly out of the lenses, please contact our office immediately so we can schedule a prescription check with the doctor. At that time, if the doctor finds it necessary to change the prescription of your lenses, we will update your prescription at no additional charge. This is a one-use policy. This policy is effective 60 days from the original date of your examination. If the doctor feels that the prescription is correct, and you still are not satisfied with the prescription, you are entitled to a refund minus **25% non-refundable restocking fee**.

Progressive Lens Adaptation Policy: All prescriptions lenses require a period for adaptation. Progressive lenses, by design, can create a certain degree of distortion at the edges of the lenses. Over time, these distortions will be less noticeable to you. However, if you do not adapt to your progressive lenses, our office will replace them with a single vision, bifocal, or trifocal lens at no charge within 60 days of purchase. Additional

charges will apply if changes are made to a new order.

Contacts: Patients may exchange or return unopened boxes that were purchased from Lake Ridge Vision Source at any time if the box has not been opened or tampered with and the lenses have not expired. Patients will be held responsible for any price difference while making an exchange.

Returns: If after receiving your glasses, you are unsatisfied with the frame or type of lens chosen, patients have 30 days from date of receipt to exchange them and will be held responsible for the price difference. If you decide to return your glasses for any reason there will be a **25% non-refundable restocking fee**. No returns will be accepted if it is past the allowed 30 days, glasses will not be accepted for an exchange.

We value your business and continued support of our practice; if you should have any questions or concerns, please contact our manager at (703) 680-4323.
