



Return and Exchange Policy

1. **General Information:** Customer satisfaction is our top priority. As a successful eyewear retailer, every transaction must result in a pleasant, convenient, and successful shopping experience. We guarantee 100% accuracy on all prescriptions or they will be remade ONE TIME at no charge.

We are happy to offer a one-time exchange on prescription eyeglass or sunglasses within 60 days of the order date. Additional charges will apply on progressive lenses, drill mount frames, and a fee for installation & mounting will be charged.

2. **Prescription Lens Exchange:** All prescription lenses are considered custom orders, and therefore 25% non-refundable restocking fee applies. We understand that there may be times you want to change the frame even though the prescription lenses are perfect. If within 30 days of receipt of product, you wish to exchange a frame that we have made prescription lenses for, you will be charged difference of the new frame cost.
3. **Exchanging Non-Prescription Sunglasses Frames:** We are happy to offer a one-time exchange only on the return of any new and unused* sunglasses or eyeglass frame within 60 days of original order date. This means that sunglass frames purchased without prescription lenses.
4. **Prescription Guarantee:** We guarantee 100% accuracy on all prescriptions or they will be remade at no charge. All prescription eyeglasses, prior to leaving LRVS, pass a stringent quality control hand inspection. The lenses are checked at four different stations for accuracy. We pride ourselves in our workmanship - accurately filling your prescription is our number one priority. In the unlikely event that an error makes it through our system, we will promptly and courteously remake the lenses to our 100% accuracy standard for one-time replacement. We offer complimentary prescription checks for both glasses and contacts prescriptions if they are within 60 days of the original exam date.

Regarding Prescriptions Filled Online: If you take your prescription and have it filled at a location other than LRVS, the prescription guarantee falls under the policy of whom ever makes the glasses. LRVS will not be held responsible for errors on prescription glasses we did not fill.



5. **Prescription Frames:** All prescription frames are warranted for 60 days from the date of purchase against any manufacturer's defects. Manufacturer's defects include structural design, hinges, welding points, and coloring. Manufacturer's defects DO NOT include flagrant misuse causing frame damage, scratching or tarnish, pet damage, destruction or damage by vehicle, stepping on or sitting on the frame, bending or twisting the frame, or any other damage not considered a manufacturing flaw. Theft or loss of glasses is not covered under warranty. For frames purchased within ONE year, which need to be replaced, we will extend a 50% discount to the U&C fee.

6. **Prescription 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. Damaged or abused lenses will not be replaced free of charge. No lens is scratch proof and rough handling, or incorrect cleaning can still scuff them up or create surface scratches. In the event your lenses scratch to the point you want them replaced, we offer a one (1) time replacement of scratched lenses within a year of purchase date for only 50% of the original cost of the lenses, plus installation & mounting fee.

Note: A one-time Warranty charge of \$25.00 can be purchased at the of the frame and lens sale which includes a one-time replacement of frame or lenses within one year of the date of purchase if any damages may occur.

7. **Can I Return Contact Lenses?** Patients may exchange or return unopened, undamaged, unwritten boxes that were purchased from Lake Ridge Vision Source at any time if the box has not been tampered with and the lenses have not expired. Patients will be held responsible for any price difference while making an exchange.

8. **Returns:** If after receiving your glasses, you are unsatisfied with the frame or type of lens chosen, patients have 30 days receipt of product to exchange them and will be held responsible for the price difference. If you have decided 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.

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