

# Terms of Sale

## Satisfaction Guarantee

Optometric Specialties, Inc. unconditionally guarantees your satisfaction. If you are not fully satisfied with your glasses just return them within thirty days from the date of purchase for a full refund. The frame must be in new condition for a refund on the frame.

## Redo Policy

Optometric Specialties, Inc. will warranty and remake your lenses for manufacturing or prescription errors at no charge to you within ninety days of the date of placing the order for your glasses. Use of the same frame is required. There will be a 50% restocking charge for a prescription remake when the prescription is provided by you from a doctor not affiliated with Optometric Specialties, Inc., or if you wish to select a different frame. The glasses **must** be returned within ninety days from the date that the order was originally placed.

## Refund Policy

Fees paid for examination services are not refundable. Deposits on frame or lens orders are not refundable after the order has been processed. A restocking fee will apply to any order change that occurs after the original order has been processed. Refunds will be in cash only if the original payment was made in cash. Payments made by check must clear the bank before a refund will be issued. A credit refund will be applied to the same credit card used to make a payment. Refunds are not given for insurance payments.

## Frame Warranties

All of the frames purchased at Optometric Specialties, Inc. are warranted against manufacturer's defects which result in breakage or color fading for a minimum of one year from the date of purchase. Some frames may carry a two year warranty. This warranty does not apply to frames which have been damaged due to abuse or incidents which are out of our control. Screws in frames or lenses are not covered under the warranty.

## Patient's Responsibility

**You are responsible for picking up your order within thirty (30) days of placing your order.** Optometric Specialties, Inc. will make every attempt to notify you when your order is ready, but is not liable for delays in delivery due to inability to notify you about your finished order. Jobs left undelivered for more than ninety (90) days may be dismantled or discarded. Optometric Specialties, Inc. will not assume liability for orders over ninety days old. You are responsible for taking care of your glasses and cleaning them properly; failure to do so will invalidate the warranty on your glasses. Please ask a staff member if you are unsure how to clean your glasses.

## Contact Lenses

Non-disposable contact lenses are warranted for thirty days against manufacturer defects. The contact lens must be returned in the original vial within thirty days of purchase. **Disposable contact lenses are not warranted for tears.** Generally, you should not have a problem with torn contact lenses. Please seek additional application and removal training if you tear more than one contact lens.

## Patient's Frame

You may choose to use your own frame at your own risk for a new lens order. Optometric Specialties, Inc. is not liable for damage to any part of the frame due to the lens manufacturing and dispensing process. Additionally, Optometric Specialties, Inc. is not responsible for frames lost by the Medi-Cal/PIA Lab. We will not fill an lens order using a counterfeit frame.

## Counterfeit Money

From time to time someone will use counterfeit money for payment. If you give us a note that we suspect is counterfeit to pay for goods or services, we will not honor it or return it to you. We are obligated by law to confiscate the note and notify the U.S. Secret Service. We will provide you with a receipt that includes the serial number and denomination of the bill in question. We will return the note to you if it is determined genuine. For questions about counterfeit money please contact the Los Angeles branch of the United States Secret Service (213-894-4830).