

Eyewear Warranty, Prescription Guarantee & Refund Policy

Eyewear Warranty

You are the best advertisement for Tacoma Eye. We want you to be satisfied with our products and services. We will contact you from time to time so we can “tune up” the fit of the glasses, tighten screws and make sure you are satisfied. If you are not 100% satisfied, please let us know and allow us to make things right.

Your new frames and lenses are warranted to be free of manufacturer's defects, which includes material and workmanship, for **one year** from the date-of-purchase. Circular or linear scratches from not using appropriate lens cleaning cloths are not defects. Loss of your eyeglasses is not covered. **Please consider one of Tacoma Eye's protection plans if you would like additional coverage.**

Prescription Guarantee

In the event our eyeglass prescription changes within **30 days of your eye examination**, we will replace your lenses one time (*not the frame*) for no charge.

Refund Policy

We do require patients to bring the warranted eye merchandise into the office when asking us to honor the Eyewear warrantee/Prescription guarantee.

Merchandise deemed defective, accompanied by a receipt may be returned within 30 days for full store credit. Unexpired, unopened boxes of contact lenses may be returned with receipt for credit. **Professional Fees are not refundable.**

Is there a way to get more protection for my new eyewear?

Tacoma Eye offers additional protection plans. Just ask!

How do I care for my new eyewear frames?

You should always keep your glasses in a case when you're not wearing them. Always take them off with two hands, one hand on each temple (or arm). Never lay your glasses lenses facing down on any surface. Do not leave them on surfaces that can get hot like the car dashboard.

How should I clean my new eyewear lenses?

For optimal cleaning, always rinse your glasses off with warm water and a few drops of dawn dish soap to remove particles, then spray with an eyeglass cleaner, and **dry with a lens cleaning cloth**. Shirts, tissue paper and paper towels will scratch lenses.