

Eyewear Warranty, Prescription Guarantee & Refund Policy

Tacoma eye strives to provide quality eyewear and exceptional eyecare. Our patients are our best advertisement. 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.

Prescription

Your prescription for eyeglasses and contact lenses is guaranteed for **30 days** from the date that the prescription was finalized. If a prescription change is indicated within this 30 day period, we will replace your lenses one time. (Not the frame). If you require assistance beyond this date another refraction or exam may be indicated.

Eyewear (Frames & Lenses)

Frames are inspected and verified in office before they are dispensed to our patients. New frames and lenses purchased from Tacoma Eye are warranted to be free of manufacturer's defects. This includes material and workmanship, for **one year** from the date-of-purchase. Frames purchased elsewhere are in no way warranted by our office. Circular or linear scratches from not using appropriate lens cleaning cloths are not defects. Loss of your eyeglasses or damage from mishandling (sitting on them) is not covered.

Please consider one of Tacoma Eye's protection plans if you would like additional coverage.

Defective frames covered by warrantee are replaced by reordering the the same frame from the manufacturer, the patient's existing lenses are placed in the frame. In the event that the identical frame is no longer available the patient will be issued **credit** for the frame only.

Refunds are not offered.

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

Professional Fees are not refundable.

Contact lenses

A contact lens prescription is finalized after the doctor can assess the fit, comfort and vision. To be sure that a contact lens prescription is accurate we recommend annual contact lens evaluations. In the event that contact lenses need to be returned, Tacoma Eye only accepts unexpired, unopened boxes purchased in our office for **in office credit**.

Professional Fees are not refundable.

