

TACOMA EYE at Westgate

Tacoma, WA

Eyewear Warranty, Prescription Guarantee & Refund Policy

Our office strives to provide quality eyewear and exceptional eyecare. All at a convenient location and at an affordable price. We want our patients to be satisfied. You can expect the following

Your prescription for you eyeglass and contact lenses is guaranteed for **60 days from the date the prescription was finalized**. If you request a prescription check in that time frame one will be provided to you at no charge (If it is outside of the 60 day window there will be a charge). If a prescription change is required, we will change the prescription one time at no charge. **REFUNDS ARE NOT OFFERED**

Complete sets of eyewear: Eyewear (frames and lenses) are verified in office before we dispense them to patient. Our office warranty covers items purchased from our office to be free from manufacturer defects at the time of dispensing. The Frames and Lenses are warrantied for **One Year** from the date the eyeglasses were ordered.(one time)

Frames purchased elsewhere and supplied by patients are in no way warrantied by our office. Damage incurred by a patient's own negligence (stepping, sitting on a frame, damage from pets, etc) is not covered by our warranty. Lens scratched from mishandling (circular scratched from not using appropriate lens cleaning cloths) is not covered. **REFUNDS ARE NOT OFFERED**

Defective frames covered by this warranty are replaced by ordering the same frame. We place the patient's existing lenses in the new frame.

In the event an identical frame is not available (discontinued) the patient receives credit to select another frame but will need to pay for a new set of lenses. **REFUNDS ARE NOT OFFERED**

For any warranty to be in effect we do require the item under warranty to be brought into the office for exchange- otherwise the patient will be charged.

Contact lenses: Contacts are warrantied by the manufacturer to be free from defects In the event a box of contact lenses needs to be returned we will accept undamaged, unopened boxes. When you exchange the boxes they will be sent back to the manufacturer so they may honor the warranty. When we receive word that they will issue our office a credit we will issue the patient an in office credit. **REFUNDS ARE NOT OFFERED**

PROFESSIONAL FEES ARE NOT REFUNDABLE