

# Remake Policy

## Our Promise to You



We want you to LOVE your glasses!

If you don't, let us know within the first 60 days

We promise to get you into a pair glasses that not only look good, but also  
LOOK good too!

### **Frame not quite right? Lenses seem a little off?**

We have a 1 time opportunity to remake your lenses at no extra cost to you,  
so be sure to wear them as much as possible within the first couple of  
months!

#### The Fine Print

- ☐ 60 day time period begins from when we notify you that your glasses are ready (so be sure to pick them up ASAP!)
- ☐ Changes and remakes submitted after the 60 day time period expires will be charged full price for a new set of lenses.
- ☐ If submitted within the first 60 days, changes requested during the first remake are subject to fees if those changes classify as upgrades. Upgrades include, but are not limited to, adding tints, polarization, AR coatings, blue light filters, frame upgrade, and lens style upgrade (i.e. switching from a basic lens to a more advanced lens).
- ☐ If an additional remake is requested after the first, and it is still within the 60 day time period, patients will pay 50% of total lens cost.
- ☐ If a frame restyle is requested, patients will pay a restocking fee of 20% of the original frame total cost. Drill mount frames are not eligible for frame restyle remakes.
- ☐ Fees will not be applied to remakes submitted due to our error (prescription and/or measurement changes), as long as they are brought to our attention within the first 60 days, or unless upgrades are added.
- ☐ Please note that no refunds will be given for glasses orders as each pair is custom made for each patient. If you change your mind and would like to cancel your order you must let a staff member know within 24 hours of purchase. If you are unsatisfied with how your glasses turn out, please notify us within the 60 day timeline as we are happy to troubleshoot solutions!