

# Scott Eye Care Ltd.

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## Scott Eye Care's Return Policy

### Exchanges:

- *Exchanging Frames under insurance:* If you are not satisfied with your frame selection, Scott Eye Care will follow your insurance company's guidelines for frame exchange. In general, you are allowed one frame exchange of a lesser-priced frame at no charge. If your new frame selection's price exceeds the former frame's price, you will be responsible for the difference. Please ask a staff member for more information regarding your insurance company's policies.
- *Exchanging Frames purchased without insurance:* If you are not satisfied with your frame selection, Scott Eye Care will allow a one-time frame exchange with a lesser-priced frame at no charge. If the new frame's price exceeds the former frame's price, you will be responsible for the difference.
- *Exchanging Lenses:* Whether your lenses were made under your insurance policy or under no insurance policy, Scott Eye Care allows one remake for prescription changes or segment height adjustments at no charge. If additional changes are needed, an office visit fee of \$25 will be charged and you will be responsible for a portion of the lab fees for the lenses.
- *Frame and lens exchange:* If you are not satisfied with your frame and lens selection the above policies are in effect.

### Refunds:

***Scott Eye will not issue a refund on glasses after 30 days.***

If you are not satisfied with the product you receive, you will be reimbursed your purchase price less the lab cost, restocking fee and insurance payments. Please understand the process to calculate your refund is complicated and you will receive your refund within 30 days.

### Scott Eye Care's Two Year Limited Warranty:

Scott Eye Care, Ltd. wants to ensure that your vision is the best it can be with our eyeglass lenses and eyewear products. Therefore, we offer a Two Year Limited Warranty on our frames against manufacturer defect. This warranty does not cover neglect or abuse. If your frame meets the requirements for manufacturer defect, Scott Eye Care will replace the frame one-time within the 2-year period.

Our lenses with upgraded anti-reflective treatment are warranted for 2 years against peeling; factory anti-reflective is warranted for 1 year.

*Scratched lenses: Fine hairline scratches are covered with a one-time replacement within 2 years. Deep scratches that can be felt with a fingernail are not covered.*

Scott Eye Care, Ltd. wants to ensure that your vision is the best it can be with our eyeglass lenses and eyewear products. Therefore, we offer a Two Year Limited Warranty on our entire eyeglass frames and lenses.

*Scott Eye Care honors all manufacturer warranties. There will be no charge or co-pay to fill these warranties.*

Scott Eye Care has a 30-day return policy if you are not satisfied with the product you receive. The patient will be reimbursed the cost less the lab cost and restocking fee. If there are multiple visits involved there will be a service fee of \$25 per refraction after the 2<sup>nd</sup> refraction.

If the patient decides that they do not like their glasses and does not want to choose another frame, Scott Eye Care will reimburse the cost of the frame less 25% and the cost of the lenses after determining what the insurance has deducted to pay the lab costs. This will take approximately 15-30 days.

Scott Eye Care will remake your lenses 1 time at no charge within a 6 month period. If you are still unhappy, you will pay a portion of the lab cost.