



Warranty

6945 University Dr. N.W. Suite G

Huntsville, AL 35806

PH. (256) 325-6950 or 1-888-409-2220

Fax (256) 489-6947

Email contact@perfectoptical.net

Website www.perfectoptical.net

Thank you for choosing *Perfect Optical* for your eye wear needs. We strive hard to give you the best experience possible. We carry a full line of high quality and fashionable frames, in a comfortable and attractive setting. If there is anyway we can serve you better, please let us know.

Frame Warranty - All frames carry a 1 year breakage or defect warranty. If your exact frame is no longer available, then you may substitute it for a frame of equal or lesser value, or you may pay the difference for a higher value frame. If your exact frame is available we will do an exact exchange only. We will replace the frame one time at no charge during this 1 year period. Any further replacements will be with a co-pay of \$35.00.

Lens Warranty - All lenses carry a 90 day scratch, breakage, or defect warranty. We

will replace each lens one time at no charge during this 90 day period. Any further replacements, during this 90 day period, will be with a co-pay of \$35.00 for both lenses, or \$20.00 for 1 lens. Generally this will be an exact exchange only. Changes to the lens material or frame will have additional charges.

Doctor's RX Changes Policy -

All lenses carry a 60 day Doctors Rx change warranty. If your eye doctor changes your RX we will exchange your lens or lenses to the updated prescription for no fee within 60 days of the date of your RX. We will replace each lens one time at no charge during this 60 day period. Any further replacements will be with a co-pay of \$35.00 for both lenses, or \$20.00 for 1 lens. Generally this will be an exact exchange only. Changes to the lens material or frame will have additional charges. Notice that this warranty applies from the date of your RX, not from the date that your glasses were purchased. For example, if your glasses were purchased 60 days after your examination, this warranty does not apply. However, we will take off half price for replacement lenses on a Doctor's Rx change for 60 days after the purchase of the glasses.

Spectacle Adaptation -

Often a new pair of glasses takes some getting used to. For new wearer's, large Rx changes, and changes in frame, lens material, or style, we expect you to feel strange for a short period of time in your new glasses. For some people, especially those with farsightedness, even the

vision may not be clear initially. For this reason we ask you to wear the glasses for at least 3 days after receiving them. If you are still having trouble with your new glasses, we will re-evaluate them to make sure there is no deviation from your prescription. If the glasses are according to your RX, you will need a re-evaluation with your eye doctor. In some cases, 3 days is not enough time for adaptation. For those new to glasses, or new to progressives or bifocals, several days may be required for adaptation.

Progressive Non-Adapts -

Newer Progressives are much easier to adapt to. If a patient has worn the progressive for at least 5 days, and cannot adapt, we will exchange the progressive for lined bi-focal, lined tri-focal, or single vision lenses. We will not charge for this exchange within 30 days. There will be no refund on any price difference.

Satisfaction Guaranty -

We give you 30 days to try out your new eye wear. We will make even exchanges during those 30 days if you want something different. If you want a feature that you didn't get initially we will only charge you the difference to add that feature. After 30 days, we will still work with you if you want changes, there will be additional fee's associated with making those changes.

NOTICE: *Many insurance plans have specific policy's when using their benefits. We will follow the insurance plans policy when using those benefits.*