WOLFEBORO EYE ASSOCIATES EYEWEAR POLICIES

FRAME WARRANTY

We guarantee that new frames purchased from WEA are manufactured with high quality materials and are free of defects at time of purchase. If any part of your frame breaks under normal wear and tear within one year of your order date, WEA will repair or replace it at no charge. This warranty does not include loss or theft. If your selected frame becomes discontinued during the year of your warranty, WEA will find a comparable frame to replace it.

PAYING FOR YOUR GLASSES

WEA does not bill out to insurance providers for glasses or contact lenses. All material orders are self-pay and require a **minimum deposit of 50%** before the order can be submitted to our lab for production. **Full payment** is required at the time of pickup. In the event the order is not picked up within 30 days the 50% deposit is forfeited.

DOCTORS CHANGE IN VISION CORRECTION

If your eye doctor changes your prescription within 90 days of your order date, there will be no charge for a remake of your order into the updated prescription. This doctor's-change-in-prescription courtesy may be extended no more than twice in the 90 day period.
If your eye doctor changes your prescription within 6 months of your order date, but after the expiry of the initial 90 days, your order may be updated at a 50% discount to you.

REFUNDS

There is no complete refund on glasses for a customer who rescinds their order more than 24 hours after placing their deposit. The lenses are custom made and cannot be returned. If at pick-up the customer regrets their selection of frame, WEA will try to find another frame of equal or lesser value, into which the custom lenses can be mounted. If the frame has been damaged, there will be no exchange allowed. Please take your time and choose carefully.

PROGRESSIVE LENS GUARANTEE

Progressive additional lenses (PALs) are no-line multi-focal lenses that allow wearers to focus at any distance, without the cosmetic distraction of a lined bifocal or trifocal segment. Adjusting to PALs from single vision or bifocal lenses takes time, and patients may experience disorientation and discomfort until their eyes accommodate. If after 30 days of continuous wear a customer is unable to adapt to PALs, WEA will provide a no-cost set of either single vision or bifocal lenses in the patient's prescription. There is no refund on the price difference.

NONSUFFICIENT FUNDS CHARGE

We charge a $40.00 service fee on any checks returned to us by the bank for NSF.