

**Moon Valley Eyecare**  
Dr. Jesse V. Dominguez O.D.  
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EFFECTIVE DATE: 03/31/2019

### **Frame and Lens Warranty**

We guarantee 100% accuracy on all prescriptions or they will be remade at no charge. Fitting and adjustment repairs that do not require parts to be purchased will be done free of charge.

**Your new glasses are warranted against manufacturer's defects, which includes material and workmanship, for one year from the date-of-purchase.**

**LENSES:** Under normal use if the lenses are scratched, they may be replaced once for a fee of \$25 per pair within one year of purchase date. Lens replacement fees are as follows:

\$35 - single vision basic clear,

\$45 - bifocal basic clear.

\$35 – any upgraded lens (ex: transitions, progressive, A. R. coatings)

This does not pertain to lenses damaged outside of normal use, i.e. the dog chewed them, they are scraped from being stepped on, usage of glue etc. It is the sole discretion of Moon Valley Eyecare to determine if the lens warranty applies.

· **A.R. Coatings** are eligible for one time replacement for a \$35 fee within 12 months from purchase date.

· **Non Adapt to Progressive:** In the event that you are unable to adapt to your progressive lenses, you will be permitted to switch to a lined bifocal or single vision lens for no additional charge within 90 days of your purchase date. No monies will be refunded or returned. After 90 days the patient will be charged in full.

**PRESCRIPTION OR LENS CHANGES:** We will replace any prescription lens due to prescription change at no charge within 90 days of exam if the replacement cost is equal or less than the original. A request for a more expensive product will require a charge for the difference in price plus a \$25 lens remake fee. Any change after 90 days or any subsequent changes for the same patient will be charged at 100%.

**FRAMES:** Have warranty for a 1 year period against manufacturer defect under normal use and service and will be replaced for a \$35.00 fee for shipping and handling. **Do not use GLUE, it voids warranty. Breakage by misuse, abuse or loss is not covered by warranty. It is at the sole discretion of Moon Valley Eyecare to determine whether the warranty applies.**

**FRAME RESTYLE:** We are glad to remake your lenses into another frame if the one chosen does not work out for you, within 30 days of pickup. Frames must be returned in perfect condition for full credit of exchange. May receive up to 50% credit if not in perfect condition. (Exclusions may apply) You can exchange it for an equal or lesser value. You will be charged the difference if the new frame exceeds the original price. There will be no credits or refunds for products of lesser value. Prescription lenses are specific to each individual and cannot be re used once they are changed into another frame. Therefore, there is a reduced fee of \$35 for the lenses.

**PATIENTS OWN FRAME:** We will be happy to put new lenses into your own frame Please be advised that older frames can lose their original shape and durability, putting new lenses on older frames may cause for lenses to come out of the frames or to break during the process. Please Note: Moon Valley Eyecare is not

responsible for damage or breakage to customer's own frame, new or used, if only prescription lenses are ordered. We will be happy to give you 50% OFF from our frame collection if damage or breakage occurs.

**Cancellations:** Glasses are custom ordered and therefore we require a half down deposit when you place your order, and full payment is due at pickup. Canceled orders are subject to a 50% cancellation fee and deposits will not be returned once the job is in process. Designer frames cannot be returned and are non-refundable purchases.

**Contacts:** Within 30 days of your order only unopened and unmarked contact lens vials or boxes may be returned or exchanged. A restocking fee will apply to all unopened contact lens vials or boxes returned for credit. No credits or exchanges are permitted on opened boxes or vials.  
Please note: Contact Lenses services are not refundable. It is your sole responsibility to schedule and show up for your contact lenses follow up appointment. This will ensure proper prescription and fit of your contact lenses.

**\* Should you need a frame and/or lens replacement that is not covered under the manufacturer's warranty, Moon Valley Eyecare will extend a 50% discount off the retail price to replace a frame, and 20% discount off the retail price to replace lenses, if exam prescription is still current.**

Patient/ Guardian Signature: \_\_\_\_\_ Date \_\_\_\_\_

Print name: \_\_\_\_\_

If minor, relationship to patient: \_\_\_\_\_