

RETURN POLICIES

Professional Services

Professional fees (examination, refraction, contact lens fitting/ evaluation, or any services performed “by the doctor”) are not refundable.

Frames

Within 90 days of the order date, if you are not fully satisfied with your frame purchase, we will credit the full amount paid for the frame towards the purchase of a new frame. Excluding frames included in discount packages, all frames have a limited, single use 12-month warranty from the date of purchase for frame manufacturer defects. Any alterations or gluing of frames will void the warranty. Defective frames will be replaced for a \$25 processing fee. Premium frames include the same warranty but are processed at no cost. Please note, due to insurance regulations, frame exchanges may not be allowed.

Sunglasses

All non-prescription sunglasses may be exchanged within 14 days of purchase. They must be returned in new condition and with the original case. Full credit will be applied to the patients account to be used toward future purchases. Unfortunately, no refunds can be issued.

Maui Jim, Oakley, and Costa lenses are specialty lenses custom made in their own labs. Therefore, they can only be exchanged for a frame and lens set within the same product line. Exchanges can only be made within 45 days of the date of purchase. If progressive lenses have been ordered, and there is a non-adapt issue, we will remake the lenses to single vision at no additional cost to you. However, no refunds can be issued due to expenses incurred by the laboratory.

Lenses

All lenses are custom made. Therefore, any cancellation within 30 days of the order date will be refunded up to 50% of the full Usual and Customary fee for the lenses due to the costs already incurred by the laboratory. If progressive lenses have been ordered and you cannot adapt to them, we will have them remade to single vision, bifocal or trifocal lenses at no additional costs. However, you will not get a refund due to the expenses incurred by the laboratory.

Within 30 days, if you are not satisfied with your prescription or lenses, please call the office and speak with an optician to help you with this matter. Excluding lenses included in discount packages, all lenses include a limited, single use 12-month warranty from the date of purchase for damage to your lenses. Damaged lenses will be replaced for a \$25 processing fee. Premium lenses include the same warranty but are processed at no cost.

Contact Lenses

Unopened, undamaged, unmarked, and unexpired contact lens boxes may be exchanged or returned for full credit toward the purchase of contact lenses or eyewear within one year from date of purchase.

My signature below attests that I have received, read and agree to these return policy terms:

Signature: _____ **Date:** _____
(Patient or Parent/Guardian if minor)

We offer unlimited cleanings and adjustments for any glasses purchased in our office at no extra charge.

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