

DANVILLE FAMILY EYE CARE'S FAMILY PROMISE

WARRANTY INFORMATION

We want you to love your glasses! That is why we offer our patients a 30 day satisfaction guarantee. Please keep in mind eyewear is a customized item. We are unable to offer refunds after an order is sent in to be processed. If you are not satisfied with your vision in the new eyewear, we will work with you to make it right.

In many cases we can solve the issue with some adjusting of the eyewear to ease adaptation, and by giving the brain a few days to get used to the new RX. Come into the office to allow us to troubleshoot the situation. If the issue continues a few days after that visit, please call our office to schedule a courtesy re-check. **WE NEED TO KNOW OF ISSUES WITHIN THE FIRST 45 DAYS** after the initial order of your eyewear. The insurance labs only give us a 30 day window to make changes. If over 30 days, there may be additional charges.

All frames purchased at Danville Family Eye Care will have a limited warranty.

- Value frames used for state insurance plans (Medicaid/HIP) and for Value/Student packages have a warranty against defects in workmanship and materials only. Accidental breakage is not covered unless a separate warranty is purchased.
- Ovvo, STATE, ProDesign, and Lightec frames have a 2 year warranty against defects in workmanship or materials.
- All other frames have a 1 year warranty against defects in workmanship or materials.

Accidental Breakage

Danville Family Eye Care knows that accidents happen. We love babies, pets, cars, and sports. We know first hand what can happen to your eyewear when you are living life. It is for this reason, Danville Family Eye Care offers a one time, no questions asked replacement on frame &/or Lenses. Simply bring in your eyewear, pay a \$25 handling fee for frame or lens, \$50 for both, and we will provide the replacement. Wiley X, Revo Sunglasses, Safety glasses, Glass Lenses, and Lenses that are purchased through Davis Vision are excluded.

Loss Protection

Glasses are an investment. We don't want our patients to have to settle for something less than the best. We worked with our vendors to be able to offer a substantial discount to replace your lost eyewear. **We can duplicate your lost pair with a small frame copay (\$20-\$50), and then 50% of the lenses usual & customary retail cost.** Must be exact lens options/coatings/RX as previous. Warranty is not extended and goes back to the original date of service.

Please note that some insurances such as Davis Vision and State Medicaid/HIP plans have restrictions that may apply.

HOW TO CARE FOR YOUR EYEGLASSES

Danville Family Eye Care is proud of the premium materials we use in manufacturing your eyewear. While most of our lenses have some form of scratch protection, unfortunately there is no such thing as “scratch proof.” Proper care can minimize scratching and keep your glasses looking new.

How NOT To Clean Your Eyeglasses

- The number one thing NOT to do when cleaning lenses is to wipe them with tissues, paper towels, napkins or any other paper product. No matter how soft these materials are, they are still made of **wood fibers that can easily scratch the lenses**.
- Avoid wiping your glasses with clothing. Throughout the day, your **clothes accumulate dust and grime**, and these particles can cause scratches even if the material itself doesn't.
- Don't use everyday cleaners. Chemicals like ammonia and window cleaner can **wear down the protective coatings** on the lenses.
- Don't set the lenses down unprotected, and especially don't stuff them into a bag or pocket. This leaves them vulnerable to debris and scratching.
- Don't leave the lenses in areas prone to splatter and spray, such as the kitchen or bathroom counter. Things like hair spray and perfume can damage the coatings of lenses.

Glasses Cleaning Dos

- To get those glasses squeaky clean, **use warm water and a drop of dish soap**. Gently lather the lenses, frame, and nose pads, then wipe them clean and dry handkerchief, cotton cloth, or microfiber cloth.
- Always **store your glasses in a hard case**. Doing so will help reduce the exposure to debris like airborne dust. If you don't have a case, make sure to at least store them with the lenses facing upward to protect them from scratching.
- For glasses cleaning on the go, use the special solution we provide, along with the cleaning cloth. Refills of the cleaner is free. Your cloth can be cleaned in the sink with dish soap and water. Rise well and air dry.
- If your lenses do get scratched, **bring them to Danville Family Eye Care** so that our opticians can assess them. Do not try to buff out scratches yourself, as this can do more damage.

Eyewear Tips

- Material expands and contracts depending upon temperature, causing screws to back out. If you notice the lenses turning in the frame, or the temples (arms) are floppy, please bring the frame in for us to tighten the screws.
- Remember we are happy to adjust your glasses anytime! No appointment necessary.