

When you Receive your New Glasses

We recommend that you wear your glasses 1-2 weeks. If you are having difficulties adjusting to the new glasses, please call our office to arrange a recheck. Within 30 days of your examination, we will be able to evaluate any vision or spectacle problems at no additional charge. There are several medical conditions that can cause your vision to change over short periods of time. These conditions require the immediate attention of your doctor. If you are unable to return for an office visit within 30 days, please call us to make other arrangements. After 30 days, the minimum charge for a follow-up visit is \$25.00. After 6 months, a new examination is required.

Information about our FREE Warranties

We do not charge for our warranties. We provide you the highest quality products at the lowest price possible.

About our Frame Warranty - Your frame carries a one year warranty against manufacturer's defects. Manufacturer's defects include: structural design, hinges, welding points, and colorings. Manufacturer's defects DO NOT include: flagrant misuse causing frame damage, scratching or tarnish; pet damage; destruction or damage by vehicle; stepping on or sitting on the frame; bending or twisting the frame; or any other damage not considered a manufacturing flaw. Under this warranty, your frame will be replaced using your same lenses. If the frame is no longer available, the frame will be replaced with another color or a different model of equal or lesser value. Abused or mishandled frames are not covered under this warranty, but we know that sometimes, accidents do happen! That is why we also offer a One Year Replacement Discount. You can replace your broken glasses with the same or equivalent pair for 50% off their current retail price within one year from the date of delivery. This warranty does not apply to loss or theft, and may not be combined with other discounts, promotions, upgrades, or insurance. You must bring in the damaged product for a replacement, and any shipping fees will be your responsibility.

About our Coating Warranties - All scratch coated lenses are guaranteed for one year from the date of order and will be replaced at no charge during that one year if damaged due to scratching. All premium anti-reflective coated lenses are guaranteed for two years from the date of order and will be replaced at no charge during that two year period if damaged due to scratching. These lenses will be replaced in identical form. A maximum of one replacement per prescription is allowed. Front surface scratches through normal use will be covered; however, abuse of the lens will not be covered. Unfortunately, no lens material will ever be 100% scratch proof, nevertheless adding a Scratch Resistant Coating will extend the life of the lens preventing the small scratches that occur through day to day handling and cleaning.

About our Exchange Policy - We are happy to offer a one-time exchange only policy on the return of any new and unused eyeglass frame or sunglasses within 30 days of the purchase date. Please note that since your prescription lenses were custom made for only you, they are not returnable. However, if new prescription lenses need to be made on a frame exchange, we will credit 50% of the original lens price towards the cost of the new lenses. Additional shipping charges may apply. Non-defective products that are returned and not exchanged will be charged a 20% restocking fee. Exchanged or returned products must be accompanied with all original packaging materials, unused warranty cards, instruction booklets, and accessories (cases, cleaning cloths, straps, etc...).

About our Prescription Guarantee - We guarantee 100% accuracy on all prescriptions or they will be remade at no charge. All of our prescription eyeglasses pass a stringent quality control hand inspection. The lenses are checked for accuracy. We pride ourselves in our workmanship - accurately filling your prescription is our number one priority. In the unlikely event that an error makes it through our system, we will promptly and courteously remake the lenses to our 100% accuracy standard.



Congratulations on your new eye wear!

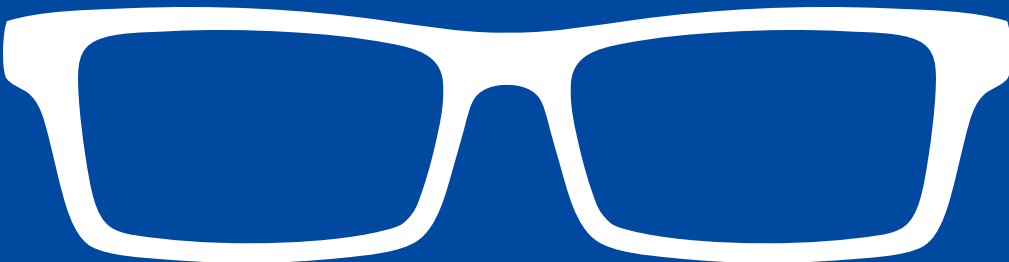
Your new glasses have been completely customized for you. The lenses are custom made for your eyes and custom fit to your frame. With proper care and maintenance, they are designed to provide you clear comfortable vision.



It is our pleasure to provide you with the best in vision care. To ensure your success, we have provided this important information for you. If you have any questions, please don't hesitate to call our office.



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Information about your New Glasses

Not all glasses are created equally. Here are the most popular features and what to expect with each one:

Thin & Lite – These lenses are 50% thinner and lighter than traditional lenses, which greatly improves comfort. They also reduce the pop-bottle effect of traditional thick lenses, which means you will look better.

Frame Materials – The quality of your frame depends greatly on the material from which it is made. Some glasses are made of a copper blended alloy and are more likely to bend and lose their shape. Higher quality frames are made of a titanium or stainless steel alloy and are light-weight and durable. These frames are also corrosion resistant, hypoallergenic, and provide a longer frame life.

Non-Glare Coating – The best non-glare coatings repel dust and smudging, greatly reduce glare and reflections, and also offer the clearest vision. They all come with a built in scratch resistant coating.

Transitions – In one minute these lenses get 82% dark and they provide 100% UV protection. These lenses also greatly reduce eyestrain and distracting glare. Windshields in today's vehicles block most of the UV rays that cause Transitions Lenses to activate, or darken. As a result, when worn inside a car where less UV light is present, the darkening ability of the lenses is reduced.

High Definition Lenses – These lenses offer point-by-point prescription mapping much like customized Laser procedures to give you the clearest possible vision. Patients say it is like watching a High-Def TV.

Polarized – These lenses are great for driving and outdoor sports like fishing, skiing, and cycling. They cut glare by over 50%.












Safety Glasses – It is important to wear safety glasses when performing high risk activities such as mowing, edging, grinding, sports, etc.. Everyday eye wear is not designed to withstand impact. If struck with sufficient force, the lenses and frame can break into sharp pieces that can cause serious injury.

Computer Glasses – Computers are a part of our everyday life; however, they are known to cause eyestrain, dryness, headaches, and eye fatigue. Many patients benefit from a pair of specialty glasses made just for the computer. The greatest benefit of these specialized glasses is relief from neck or back pain.

Progressive/No-Line Lenses – These are the most technologically advanced lenses available. These lenses provide comfortable vision at distance, intermediate, and near, as well as hide the fact that you need reading glasses. Remember, when adapting to your new progressive lenses, don't forget to point your nose at what you are looking at. There are areas of peripheral distortions in the corners of these lenses. Because they have no lines, progressive lenses allow a smooth, comfortable transition from one distance to another.

Caring for your New Glasses

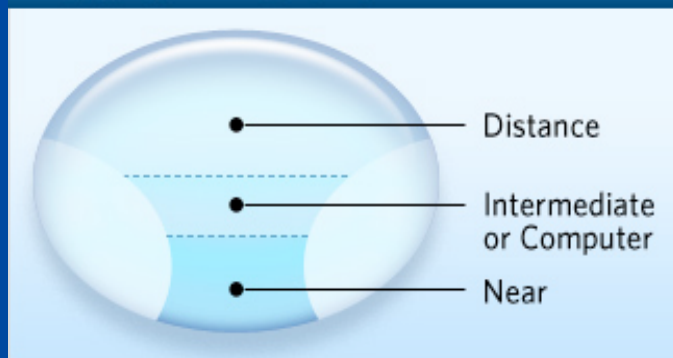
Because you are going to love your new glasses, we are sure that you'll want to take care of them. Here are some tips:

-  Handle your glasses carefully - even if they are made of super strong titanium.
-  Always use two hands to put them on or take them off.
-  Always store your glasses in a protective case, like the one we provided for you.
-  If you have to put your glasses down somewhere, never put the lenses facing down - even if they have a scratch resistant coating.
-  Clean your glasses in lukewarm water with soft liquid dish soap, then dry and polish them with a soft lint free cloth or special lens cloth. Towels with lint and paper towels can cause small scratches on your lenses. Some chemical cleaners may damage your lenses or lens coating. Abrasives should never be used.
-  If your glasses have been exposed to perspiration, salt water, or chemicals, wash them as soon as you can.
-  Do not wear your glasses on top of your head, it stretches the side arms and puts the hinges under pressure.
-  Never expose your glasses to extreme temperatures. The most common mistake is leaving them on the car dashboard; this will distort the frame and will damage the lens coatings.
-  Use a mini screwdriver to keep the screws tight. If you are not confident adjusting them yourself, we will be happy to make adjustments for you.
-  We recommend that you have a spare pair of glasses.
-  We are confident you will enjoy your new glasses, but should you encounter any difficulties, please do not hesitate to contact us.

Adapting to Your Progressive Lenses

When you are fitted with your first pair of progressive lenses, you may need a short adaptation period typically lasting a few minutes to a few days.

PROGRESSIVE LENS ZONES



This progressive lens has a typical configuration of distance, intermediate and near zones. This is because blending lens powers in progressive lenses lets you see clearly at all distances, but also causes minor distortions in the peripheral part of the lenses (see diagram). If you glance to the far right or left, especially when looking down, you see through these peripheral zones of the lenses and your vision may be

blurred slightly. Peripheral distortions also may cause you to experience a sensation of "swim" when you make quick head movements. Over the last several years, progressive lens designs have been improved continually to greatly reduce peripheral distortions. Most first-time wearers notice no problems at all. If you do have problems with blur or "swim," you may need to — at first — make slight head movements to look more directly at objects. Eventually, these problems caused by peripheral vision disappear as you adjust.