

## **Staarmann Family Vision Center Eyeglass Information, warranty, and policies.**

**One-year warranty.** A complete pair of eyeglasses carries a one-year warranty against breakage at no additional charge. In most cases, if your glasses break, just return the broken parts and your glasses will be repaired or replaced free! Lenses that carry a scratch resistant warranty will be replaced one time, unless determined to be defective by the lab. This warranty does not include lost or stolen glasses or if damage was from an animal. (Friendly pets have been known to use glasses as a chew toy!)

**Huge selection of frame styles.** Our dispensary has over 900 frames in stock. Our licensed opticians will help you find the perfect style, size, and color in your price range. We carry several exclusive frame lines. *We also have frame styles in many price ranges!*

**We will use the utmost care** If we accept a patient's frame for a new prescription, but in a small percentage of cases the frame parts or material will be worn or brittle to the point it will not support a new lens. We cannot be responsible for frame breakage when we re-use a patient's old frame to manufacture and insert new lenses.

**We stand behind our prescription.** Dr. Tim, Dr. Michelle and Dr. Wood are available to review your prescription needs and recheck your vision if you have adaptation difficulties (at no charge). We want you to love your glasses! See policy below for more details.

### **Eyeglass Prescription Policy**

**For prescriptions we fill written by doctors at Staarmann Family Vision Center:** An office visit to recheck the prescription will be provided and new lenses will be made at no charge within 60 days of dispensing. Re-check visits after 60 days will be charged the usual fee for a brief exam.

**For prescriptions we fill written by other doctors:** Eyeglass lenses will be re-made one time at no charge if the prescribing doctor provides a new prescription in writing within 60 days of dispensing. Rx changes after one free remake or after 60 days will be charged the usual lens price.

**For Staarmann Family Vision Center prescriptions that are filled elsewhere:** If a lens prescription change is needed after glasses are made, we will not be responsible for any charges incurred. Most reputable optical dispensaries allow doctor Rx changes at no charge, but it is up to the patient to inquire about such policies in advance of purchase.

### **PROGRESSIVE ADDITION LENSES**

All progressive addition lenses (also called invisible or no-line multifocals) have a slight optical distortion in the outer portions of the lens, which can make some objects appear bowed or curved, or can cause a feeling of motion when the head is turned. The reading zone in progressive lenses is wide enough for most purposes, but it may be narrower than some other bifocal styles. These factors are usually minor and disappear with wear. The advantages of this lens generally far outweigh the problems. While most people are not bothered by these factors, some will find it unacceptable even after a 1 to 2 week adaptation period.

If you cannot adapt to progressive addition lenses, our office will make new lenses in any other design that you wish at no charge, within 30 days of dispensing. Since the original lenses were a custom prescription item, which must be discarded, there are **no refunds of the difference** in cost if the re-made pair is of lesser value.

**Please initial after reading \_\_\_\_\_.**