

GNO Eyecare Warranty and Return Policy

All new lenses have a one year warranty and a free one time replacement for manufacturer defect, surface scratches, and chips in the lens. All frames have a one year warranty with a one-time replacement at no charge. Both the lenses and the frame warranty are from the date of purchase.

Non-adapt policy is as follows: If the patient is unable to adapt to the prescription in a single vision, flat-top bifocal, or a progressive lens, the patient may opt for a one time doctor's change at no charge to the patient. The patient must bring the lens to the office within **60 days** from the time of purchase to receive the one time doctor's change. Patient may need to have the prescription checked to confirm Rx. There will be no charge for the one time doctor's change within **60 days** of the time of purchase. If the patient brings the lenses back after the 60 day window, our staff will do all we can to adjust the frame to help with adaptation, but no refund or remake will be provided.

No Refunds will be given on any frame or lens once the job has been sent to the laboratory. Jobs are sent to the lab at the close of business on the date of purchase. Once the job has been started by the lab, all sales are final.

At least half of the total price of the lens and frame is due at checkout. Glasses must be picked up within **120 days** of order. If glasses are not picked up within **120 days** of order all deposits and payments are forfeited and the frame and lens will be sent back to the manufacturer for credit. No refunds will be given on glasses that have not been picked up within **120 days** of purchase.

By signing below you are acknowledging that you have read and understand the return policy of GNO Eyecare.

Patient Signature: _____

Date: _____

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