

BARTON PERREIRA

Warranty & Repair Policy

Warranty:

Barton Perreira eyewear is warranted for one year from the date of purchase against manufacturer defects in both material and workmanship.

Warranty Coverage:

Frames deemed to be defective by a Barton Perreira Quality Control Specialist and within the warranty period will be repaired or replaced free of charge. All warranty repairs and service must be performed by Barton Perreira Quality Control Specialist.

Exclusions to this Warranty include, but are not limited to:

- Damage or Breakage resulting from:
 - Normal wear and tear (including scratched lenses)
 - Adjustment for custom bend and / or fit alteration
 - Removal / insertion of lenses
 - Misuse, abuse, accidental damage, or other improper use
 - Improper packaging of return shipment

Obtain Warranty Service:

Prior to the warranty being honored, all products must be inspected by a Barton Perreira Quality Control Specialist. In order to facilitate this inspection, please contact a Barton Perreira Customer Service Specialist for a Return Merchandise Authorization (RMA) number.

Once an RMA number has been assigned, please ship the product to the address provided by the Customer Service Specialist and notate the RMA number on the outside of the package. Please ensure the product is packaged properly in a corrugated box, with void fill if needed, in order to avoid damage during shipping. Any corrective lenses must be removed prior to returning the product to Barton Perreira.

Please allow for 12-15 business days from the date of receipt for the warranty process to be completed.

Obtain Repair Service for Non-Warranted Products:

For products in need of repair which are outside of the warranty period or for damage / breakage caused by a non-warranted action, please contact a Barton Perreira Customer Service Specialist for a Return Merchandise Authorization (RMA) number.

Once an RMA number has been assigned, please ship the product to the address provided by the Customer Service Specialist and notate the RMA number on the outside of the package. Please ensure the product is packaged properly in a corrugated box, with void fill if needed, in order to avoid damage during shipping. Any corrective lenses must be removed prior to returning the product to Barton Perreira.

If all parts are available and applicable charges are approved in a timely manner, please allow for 12-15 business days from the date of receipt for the repair to be completed.

Charges may vary due to the nature of each repair. Contact Customer Service below for more information.

Customer Service: 949.305.5360
Email: repairs@bartonperreira.com