



Policies

ORDERING

All orders are to be placed online, at that time the orders MUST contain all the measurements of the frame which determine cut out and thickness of the lens, A, B, ED, and DBL. These measurements must be accurate to ensure correct lens sizing and thickness. Customer assumes responsibility for any errors caused by incorrect frame measurements. Frame information MUST also include the correct frame type, such as plastic, metal, grooved, rimless, wrap etc. This insures correct thickness, base curve

and beveling. We will not assume responsibility for incorrect lenses, patterns, frames, or measurements for the customer. Customer assumes all responsibility if a specific thickness, material, or base curve is incorrectly ordered, or will not otherwise work in a given frame.

ORDER CANCELLATION

Specialty factory orders cannot be cancelled once the order is placed. Once the lens has been ground or edged it cannot be cancelled. Orders duplicated by the customer cannot be cancelled once they have been ground or edged.

WEB BASED ORDERS

UseMyFrame will not assume responsibility for orders placed incorrectly via our online website or other portals such as VisionWeb, etc..... This includes but is not limited to keypunch errors, typos, or incorrect selections. If you cannot find what you want to order, please call and we will be happy to assist. Orders placed via phone or fax are subject to a \$5.00 processing fee per job.

RETURNS

Returns for credit will be processed only when the original lenses and a copy of the original and replacement invoice are received. Jobs will be processed at full cost and then credited afterwards. The amount credited will be 100% minus a \$15.00 processing fee. If the original lenses and invoices are not received within 30 days of the replacement lenses, no credit will be issued. Lenses must be made originally by UseMyFrame and replaced by UseMyFrame. Lab errors/defects will be processed at a 100% discount with no \$15.00 processing fee.

Returned Lenses Must:

- Match the lenses on the original invoice
- Wrapped and placed in plastic bag with invoices
- Be returned in their original condition (no tinting, coating, edging etc.) to get a credit for an incorrect Rx defective reason.
- Polycarbonate lenses that develop stress fracture. We recommend using Trivex.



RETURNING PRODUCT

Customers are advised that when sending any items to the lab, a shipping method that provides tracking. and requires a signature are to be used.

UseMyFrame is not responsible should the item be lost or damaged.

RETURNS PROCESSING TIME

Products returned for warranty/credits will be processed as soon as possible. Usually this occurs within 48 hours after receiving the lenses and confirming that it is a warrantable item. Please do not deduct these amounts in advance of payment.

SURFACED-UNCUT LENSES

Customers who ask UseMyFrame to edge, tint, re-tint or resurface, or modify a customer supplied lens will assume responsibility for breakage.

CUSTOMER SUPPLIED LENSES

All customer's lenses are processed at the customer's own risk. If a supplied lens has a warranted process applied to it, the warranty will be voided.

FRAMES

We will not assume the responsibility for frame breakage on any used frame or for the patient's own lenses in any frame used. Credit will not be issued for lenses due to a customer frame change or frame restyling. Defective frames will be returned to offices so that credit or replacement can be handled by the frame company.

- Customers assume responsibility for sending patients own frame or frames purchased elsewhere.
- Frames that are received with excess grime, body oils, dirt etc. are subject to a \$10 cleaning charge.
- Frames sold by UseMyFrame have a 1 year manufacturer defect warranty. When sending us the frame, original invoice must accompany the defective frame for credit minus a \$10 processing fee.
- Frames sold by UseMyFrame may be returned if they are in good condition- a 20% restocking fee applies

Warranties

FACTORY SCRATCH RESISTANCE WARRANTY

All factory scratch coated lenses are guaranteed against scratching for a period of 1 year from the date of original manufacturing date.

-This includes scratching and anti-reflective failures.

-This does not include intentional, excessive abuse, dog bites, and manufacturing or adjustment damage.

Rx, frame, material, color, or any other changes will void the warranty. When submitting the warranty job, the new pair must match the original invoice. The warranted lenses must be returned in accordance to the returns policy in that they are sent to us in a sealed bag with the original invoice and the replacement invoice.

During the warranty period of 1-year, new lenses will be made a maximum of one time.

PROGRESSIVE LENS ADAPTATION WARRANTY

All progressive lenses have a 90-day patient non-adaptation guarantee. For a period of 90 days from the date of the manufacturing date, the warranted lenses must be returned in accordance with the returns policy. During the warranty, new lenses will be made a maximum of 1 time.

DR. RX CHANGE

Doctor's changes are honored on warranted lenses only. A 50% credit will be issued in full. Changes must be within 90 days of the manufacturing date of the original order.

Doctor's RX changes do not include frame change, added options such as AR, photochromic lenses, polarized or materials changes, and must be the same lenses as the original order.

IMPORTANT NOTE ON WARRANTIES & RX CHANGES:

Orders for warranted remakes are to be submitted through our Remote Ordering system online (or other) on the customer's end.

It is to be notated in the service description of the replacement order,

-The original invoice number and Rx number

-The specific type of warranty

SAFETY AND CLIP WARRANTY

Due to the nature in which safety glasses are used in a work environment warranties do not apply. Manufacturer defects will be honored. Clips will fall under the same warranty situation as safety glasses.



CHEM. CLIP REPAIR POLICY

We can repair Chemistrie Clips-

- Please submit an order through our Remote Ordering system online (or other) notating "Chem clip repair" in the service description Please send us the chem clip, along with the frame and lenses the chem clip was made for so that we may more accurately price out a repair and be able to fit the chem clip to the lenses
- Depending on the repair needed, not all chem clips are repairable. Each chem clip is custom made to the lens job it was made for
- We will call with a price estimate after receiving the chem clip on our end.
- Basic repairs are \$5-\$10, while more complex repairs are \$10 and up

INVALID CREDIT/WARRANTY REASONS

- Lenses that break, scratch, or are damaged from the in-house edging lab.
- Orders that are phone orders and the order has been read back.
- On-line orders that are keyed in incorrectly
- Intentional scratching, breakage, abuse, dog bites, driven over, car accidents, loss, theft
- Lenses exposed to acetone, neutralizer, heat or other corrosive substances.
- Account duplicated orders
- Customer cancellations
- Tinted polarized or photochromic lenses
- Custom Mirror or tint expectations
- Edging errors
- Non-Adapt where the seg height is below the recommended minimum. Non-adapt due to less than 10 mm above the fitting height.
- Lenses that are ordered against the recommendation of the lab
- Inability to tint lenses that are not ordered with a tintable hardcoat.
- Remakes ordered with wrong invoice numbers
- Complimentary or discounted eyewear
- Grooved CR-39 or grooved polarized lenses



DISCOUNTS

OWNER/EMPLOYEE/FAMILY MEMBER DISCOUNTS

- Owners/Doctors will receive one pair of lenses free per year. These cannot be accrued over the years.
- Employees are eligible for one pair a year at 50% discount.
- Family members may receive a 25% discount.

2nd Pair DISCOUNTS

- 2nd pair discount will have a 25% discount on the lesser of two products.
- 3rd pair will be charged full price and the 4th would be considered a 2nd pair discount.
- 2nd pair must be ordered within 30 days of original order.

*Accounts must have an active status to qualify for these discounts.

*Discounts must be specified in the service description of jobs in order to qualify.

(Example- for a family member, notate, "Doctor's (or employee's) family member" in the service description.)

COUPONS

All coupons must be sent with the job at time of processing. Expired coupons will not be accepted. Coupons cannot be applied after the job has been processed.

TERMS OF SALE/PAYMENT

Balances are due by the 10th of each month (unless specified otherwise). If a credit card on file is declined, the account may be placed on an immediate credit hold and will be unable to place orders until the balance paid. In the event of a bounced check, a \$35.00 service fee will be charged for each item. Customers agree to pay the 2.5% service fee on past due amounts. After 30 days, work may be held until payment is made. Customer agrees to pay all collection fees associated with an unpaid balance.

INACTIVE CUSTOMERS

An account that has not done business with UseMyFrame for over twelve months will be considered inactive. If the account wishes to become active, it will be necessary to fill out another credit application and go through the credit approval process. Once approved, the original account number will be activated.

- All warranties, incentives, and discounts are void or ineligible in inactive status.