



ARC-IRIS

HANDCRAFTED IN USA

ARC-IRIS RETAIL TERMS AND CONDITIONS

PAYMENT:

All payment balance for retail/wholesale orders must be received at the time of shipment for non custom items. For not in stock orders, we require a payment of 50% before start of manufacturing. Custom orders of any amount require full payment before manufacture (please see our Custom Work section).

LEADTIME:

Depending on models, and quantity amount of order, we may have your desired order in stock. If not, we will notify the retailer/client of an estimated time of delivery. Lead-times may vary depending upon the amount of orders we are currently processing. Lead time for larger orders that are out of stock is typically 1-2 weeks manufacture time.

WARRANTY:

All Arc-Iris products are subject to a 1 year warranty against manufacture defects. Arc-Iris reserves the right to determine manufacturing defects and warranty eligibility.

We will warrant the item if it is logical that the manufacturing process deemed the product defective. An example of this would be delamination of a frame, or a failed hinge. A noninclusive list of things NOT covered by warranty are; scratched lenses/frames, sat on my glasses, crushed glasses in pocket, etc. We ask the purchaser to read the care card that comes with all Arc-Iris products thoroughly, and follow those practices depicted on the card.

Warranty claims are to be placed directly through Arc-Iris, NOT the retailer. Please use the online portal located at <http://arc-iris.com/pages/warranty-request>

In case of misuse damage (I accidentally broke them) caused by the customer (scratched lenses/frames, sat on my glasses, crushed glasses in pocket, etc.) Arc-Iris offers a 30% discount off MSRP for a new pair. This decision must also be made, via filling out the above online warranty request.

RETURNS:

Proof of purchase and original packaging are required for eligibility. All items must be in 100% new, unused, unworn condition. We will not accept or refund accounts that do not meet this criteria. Items must also be returned within (30) days of delivery.

You may exchange your item, if it meets the above criteria. The purchaser must pay for all shipping (both return of item, and shipment of new item).



ARC-IRIS LLC

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We do not refund shipping costs or credit card fees. They will be deducted from the total amount of your refund.

We also do not accept returns of custom items, or items that were made to order.

SAMPLE KITS:

Sample kits of product may be shipped to retail accounts at Arc-Iris discretion. Sample kits are to be purchased, or returned within (5) business days of receiving the item(s), or will be subject to billing. Arc-Iris requests a valid credit/debit card to be placed on hold, to cover the cost of goods/shipping. Any goods not returned in like new condition will be subject to billing. Insured shipping costs for sample kits will be billed to this credit/debit card to and from the Idaho Arc-Iris based facility. Items will be shipped in the most economical way possible, and will be insured at full MSRP.

DISPLAY CASES:

If display cases are provided to retail locations, they will remain the property of Arc-Iris, and may be revoked at Arc-Iris' discretion. Damaged and lost display cases are subject to payment for repair / replacement.

SHIPPING:

All shipping charges for freight of product and/or display cases will be added to the final total of the order, unless otherwise noted. Arc-Iris will ship goods in the most economical, and fully insured way, unless expedited shipping is requested.

CUSTOM WORK:

Arc-Iris is capable of doing custom work or corporate branding based on client request, and approval of the proposed project. Arc-Iris may request the client to sign a release form, freeing Arc-Iris from any trademark/copyright infringement.

All custom work must be paid in full before starting a project, and no refunds are available. We take our custom work seriously, and work closely with clients to ensure their needs are fulfilled. Any manufacturing defects will be addressed if needed. Please inquire for ideas and we will work to get you a price for your desired product.

PERScription LENSES:

At this point, we do not offer prescription lenses. Also prescription lenses are NOT able to be installed by an optometrist. Any breakage of frames while attempting to install prescription lenses will not be covered by warranty.

