



WARRANTY & REPAIR PROCESS

VUARNET SUNGLASSES ARE GUARANTEED AGAINST MANUFACTURING DEFECTS FOR TWO YEARS FROM THE DATE OF PURCHASE. PROOF OF PURCHASE IS NEEDED TO EXERCISE THE GUARANTEE. SUNGLASSES PURCHASED FROM THIRD PARTY PLATFORMS ARE NOT AUTHORIZED DEALERS AND NOT COVERED UNDER WARRANTY.

IF YOUR PAIR OF SUNGLASSES IS RETURNED DURING THE GUARANTEE PERIOD, ANY DEFECTIVE COMPONENT DUE TO MANUFACTURING FOUND BY OUR TECHNICAL SERVICES WILL BE REPAIRED OR REPLACED, AT VUARNET'S DISCRETION, FREE OF CHARGE PLUS SHIPPING.

AT THE END OF THE GUARANTEE PERIOD, YOU WILL BE REQUIRED TO PAY FOR ALL MAINTENANCE AND REPAIR SERVICES, SUBJECT TO PARTS AVAILABILITY.

COMPLETE THE FORM BELOW TO START THE PROCESS.

FREQUENTLY ASKED QUESTIONS:

DOES VUARNET OFFER A LIFETIME WARRANTY?

"NO, OUR WARRANTY IS FOR 2 YEARS, BUT WE WILL REPAIR / REPLACE, NOSE PADS AND SCREWS FREE OF CHARGE AS LONG AS THE PARTS ARE AVAILABLE."

IS THERE A CHARGE TO REPLACE MY VUARNET LENSES?

"YES, THERE WILL BE A CHARGE FOR NON DEFECTIVE OR OUT OF WARRANTY LENSES. SCRATCHED OR BROKEN LENSES ARE NOT CONSIDERED DEFECTS."

I LOVE MY VUARNET SUNGLASSES I PURCHASED OVER TEN YEARS AGO, CAN I JUST SEND THEM IN FOR REPAIR?

"WE DO NOT HAVE THE PARTS FOR ALL VINTAGE FRAMES. PLEASE COMPLETE THE FORM BELOW FOR PARTS AVAILABILITY."

COULD I EXCHANGE MY VINTAGE VUARNET SUNGLASSES FOR A NEW STYLE?


"NO, IT IS TIME FOR A NEW PURCHASE. WITH ANY ITEM, THERE COMES A TIME WHEN YOU MUST REPLACE IT WITH A NEW ONE."

CAN I EXCHANGE MY DAMAGE VUARNET SUNGLASSES TO A RETAIL STORE?

"NO, SUNGLASSES ARE CONSIDERED A MEDICAL DEVICE BY THE US GOVERNMENT AND ONCE USED CANNOT BE EXCHANGED."

CAN I JUST SEND MY SUNGLASSES IN FOR REPAIR WITHOUT COMPLETING THIS FORM?

"NO, WE NEED THE FORM COMPLETED. IF NO PARTS ARE AVAILABLE, WE CANNOT REPAIR YOUR SUNGLASSES"

VUARNET REPAIR FORM	
STEP ONE:	DATE OF PURCHASE: _____ / _____ / _____ MONTH / DAY / YEAR
	STORE NAME : _____ CITY & STATE : _____
STEP TWO:	LIST NUMBERS & LETTERS ON TEMPLES <input type="text"/>
	EXAMPLE: VL0006 0002 
STEP THREE:	DESCRIBE DAMAGE: _____ _____
STEP FOUR:	Take a photo of damaged frame, temple or lens an attached to email
	Name: _____ EMAIL: _____
	PHONE: (_____) _____ - _____ ADDRESS: _____ _____

EMAIL THIS ATTACHED COMPLETED FORM AND PICTURES TO : SERVICE@VUARNET.US
PLEASE ALLOW TWO BUSINESS DAYS FOR A RESPONSE