Limited Warranty Information on Lens Materials, Coatings, and Frames
(All manufacturer warranties are subject to change without notice)

- All replacements and warranty dates are from the ORIGINAL DATE OF ORDER except where outlined.

- We do not have a “money-back guarantee” policy. Cash/credit refunds are approved only in rare cases by the Eyewear Center Manager, the Clinic Director, and the IUSO Budget Office. This is done under extreme circumstances as deemed appropriate ONLY by the above-mentioned administrative personnel.

- The warranty does NOT apply to stolen or lost materials. It only covers manufacturer’s defects or any damage prior to dispensing. Our products are carefully inspected before dispensing. If they do not pass inspection, you will be informed and a remake will be ordered at no additional cost to you.

- Pet destruction, paint residue or similar occurrences will void all warranties.

- Sales of non-prescription (ready to wear) eyewear are final, no refunds or exchanges except under manufacturer’s warranty. Please consult our staff opticians.

- If you have any vision or health insurance that covers frames, lenses, or contact lenses, please read the insurance information carefully. It is your responsibility to be knowledgeable regarding policies and co-pays. Our staff will assist with determining eligibility necessary.

- If your insurance requires use of its own lab, the lab’s warranty policy may supercede our dispensing warranties. Consult our staff opticians for details.

Warranted Materials/Coating

- Effective January 2005, we no longer offer glass lenses.
- Drill-mount regular plastic lenses are not available. Drill mounts are available in other eyeglass materials with more resistance to breakage.
- High index and polycarbonate lenses are warranted against scratching for one year, and peeling for two years from the original date of purchase—one replacement per original invoice. Changes in frame style are not included under the warranty.
- Regular, non-AR coated plastic lenses have no scratch or peel warranty. You may purchase an anti-scratch warranty that covers scratching or peeling. See our staff opticians for details.
• Mirror coatings and other specialty coatings not mentioned above will be based on availability and dependent on the supplier’s policies for replacement and remake. See note on Specialty Orders below.
• Progressive multifocal lenses may be warranted for either 90 days or one year for “non-adapts” depending on the lens manufacturer. Consult our staff opticians for details. Changes in frame style or lens materials are not included. We do not offer a refund or credit in case of non-adaptation to progressive lenses.
• Polycarbonate lenses will be warranted for 90 days from the date of order from IUSO eyewear center. If a patient is dissatisfied with this material, IUSO will replace with regular plastic, anti-scratch coated, UV absorbing lenses; one replacement per original purchase. Changes in frame styles are not included in this warranty.

Limited Warranty on Frames

• Frames are normally warranted for one year from the original order date.
  o Some frame manufacturers have an additional warranty. Consult our staff opticians for manufacturers offering additional extensions to the warranty period.
  o Certain frames do not carry any warranty. Please ask our staff opticians before finalizing your decision.

Limited Warranty on Coatings

• Crizal® anti-reflective (AR) coated lenses are guaranteed for the life of the prescription. We will stand by any product in the Crizal® family with a 100% Patient Satisfaction Guarantee. In the event a patient is dissatisfied for any reason with the performance of his or her Crizal® lenses, we will replace them, in the same prescription and original frame style, without an anti-reflective (AR) coating, at no additional charge.
• ARxHP® coated lenses are guaranteed by Interstate Optical to include superior technology in scratch resistance, anti-reflective, and superhydrophobic properties. All Interstate Optical lab warranties apply. Remakes must be in the original Rx and same frame style. Consult our optical staff for details.
• TD2® Scratch Resistant Coating is warranted against scratching on both side of the lens for two years. During that time, if a lens becomes scratched, we will replace it with an exact duplicate of the original prescription, including frame style.
• Warranty-purchased Anti-Scratch Coating is warranted by IUSO lab for one year. During that time, if a lens becomes scratched, we will replace it one time, in the same prescription and original frame style at no additional charge. Pet destruction, paint residue, or similar occurrences will void this warranty.

Remakes (no refunds)
We make every effort possible to provide our patients with a superior product. However, we do not offer a “money back” guarantee.

• Remakes at no additional cost will be honored in case of:
Inaccuracies in prescribing by IUSO (AECC, CECC, IECC, and Mexico) clinics for 90 days from the date of order from IUSO eyewear centers. This must be reported and verified within the period of 90 days from the date of the order; changes in frame styles or lens material are not included.

- Non-adaptation to a prescription from IUSO eye care centers for 90 days from the date of the order from the IUSO eyewear centers. This must be reported and verified within 90 days from the date of the order. Changes in frame styles or lens materials are not included.

- Rx errors from clinics/doctors not affiliated with IUSO will depend on clinic/laboratory policies regarding the remake. Please consult our staff opticians for details.

- Remakes for post-operative (cataract) patients are honored for 90 days from the date of the order from IUSO eyewear centers.

- For Progressive Lenses: If a patient is unable to adapt to a progressive addition lens, we will provide replacement bi-or trifocal lenses at no additional cost to the patient; Alternatively, a patient may instead choose two pairs of glasses (distance and near) where lenses for BOTH pairs will be at no additional cost. However, the patient must purchase or provide the second frame for this option. Changes in frame style or lens material are not included.

Specialty Orders

- Lenses with high prescriptions, drill mounted lenses and other specialty coatings may take longer than average to fabricate. Thus, there may be some delay in dispensing. Consult our staff opticians for details.

---

1 The IU School of Optometry defines the life of the prescription as being two years, as that is how long we will refill a prescription without a new eye examination.