

IU School of Optometry Eye Care Centers

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.**
- **Warranties only cover manufacturer's defects.**
- **Warranties do NOT apply to stolen or lost materials.**
- **Pet destruction, paint residue or similar occurrences void all warranties.**
- **Sales of all non-prescription (ready to wear) sunglasses are final; no refunds or exchanges except under manufacturers frame warranty. Please consult our staff optician.**
- **If you have any vision or health insurance that covers frames and/or 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 as necessary.**
- **If your insurance requires use of its own lab, that lab's warranty policy may supercede our dispensing warranties. Consult our staff opticians for details.**

Warranted Materials/Coating—Safety and Availability

- Effective January 2005, IUSO no longer offers glass lenses. Thus, warranties for previously dispensed glass lenses as of January 1, 2005 will only be honored utilizing the most appropriate plastic or polycarbonate lens material. Changes in frame styles are not included under the warranty.
- Drill-mount plastic lenses are not available.
- Scratch Resistant Coating — Plastic and Hi Index — warranted against scratching 1 year, peeling for 2 years; one replacement per original purchase. Changes in frame styles are not included under the warranty.
- Plastic lenses with no coating have no warranty. You may purchase a warranty in the form of a scratch coating.
- Polycarbonate Lenses — If dissatisfied within 60 days of dispensing, IUSO will replace with plastic, scratch coated, UV absorbing lenses; one replacement per original purchase. Changes in frame styles are not included under the warranty.

- Progressive Multifocal Lenses — Progressives may be warranted for either one year or 90 days for “non-adapters” depending on the lens manufacturer. Consult our staff opticians for details. Changes in frame styles or changes in lens materials are not included.
- Limited Warranty on Coatings—Coatings may have a two-year LIMITED warranty or a one-year LIMITED warranty depending on the manufacturer coating. Consult our staff optician or your warranty card for the duration of warranties on coatings (if any). Changes in frame styles or changes in lens materials are not included under the warranty.
- Mirror coatings and other specialty coatings will be based on availability and dependent on the supplier’s policies for replacement and remake. See note on **Specialty Orders** below.

Limited Warranty on Frames

- Frames are warranted for ONE-YEAR from the original invoice date unless additional extension is given by manufacturer. Consult our staff opticians for manufacturers offering additional extensions to the warranty period.
- Certain frames do not carry ANY warranty. Please ask our staff optician before finalizing your decision.

Remakes (no refunds)

We make every effort possible to provide our patients with a superior product. However, we do not have a "money back" guarantee.

- Remakes at no additional cost will be honored in case of:
 - Inaccuracies in prescribing by IUSO (AECC, CECC, IECC, IU Eye, and Mexico) clinics for **90 days** from the date of the order from IUSO eyewear centers. This must be reported and verified within **the period of 90 days** from the date of the order from the IUSO eyewear centers; changes in frame styles or changes in lens materials 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 from the IUSO eyewear centers; changes in frame styles or changes in lens materials are not included.
 - **NOTE: Rx errors from clinics/doctors not affiliated with IUSO will be remade at regular cost; this includes remakes due to Rx errors or changes requested to the Rx after the original order has been processed.**
 - Remakes for post-operative (cataract) patients are honored for **90 days** from the date of the order from IUSO eyewear centers.
 - Although we do not offer a refund or credit in case of non-adaptation to progressive lenses, we do offer the following options: (Changes in frame styles or changes in lens materials not included except as noted.)
 - ⊙ For Progressive Lenses: Changing to bi- or trifocal lenses at no additional

cost to the patient; OR choosing two pairs of glasses (distance and near) where lenses for BOTH lens pairs will be at no additional cost. However, the patient must purchase the second frame for this option.

Specialty Orders

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