

# CUSTOMER GUIDELINES FOR RETURNS AND CREDITS

**AT 21<sup>ST</sup> CENTURY OPTICS**, our goal is to provide excellent customer care, which includes processing returns and credits in an efficient and timely manner. We have developed an honest, no hassle policy. All returns that follow the guidelines outlined below will be credited in the same week that they have been received. If you have a lens credit that is in question, please call the lab and we will be happy to assist.

**PROGRESSIVE NON-ADAPT OR RX CHANGE** — One change at full lens credit is permitted for warranted lenses within 90 days from date of invoice. Non-adapt warranties/Rx changes do not cover edging errors, scratching occurring during the edging process or patient cancellations where lenses were never dispensed. Limit one non-adapt per original pair. Upon receipt of the lenses and the original invoice, credit will be issued and is limited to the lenses only. Credit will not be issued for any add-ons or edging charges.

**PROGRESSIVE SCRATCH-RESISTANT WARRANTY** — Provides one time replacement of lenses if scratched during normal wear and tear for warranted product for one (1) year from date of invoice. Warranty does not cover lenses that have been abused or subjected to extreme conditions. Scratched lenses must be returned with both the original and re-order invoices. Replacement lenses RX and measurements must be identical.

**ANTI-REFLECTIVE COATING WARRANTY** — Crizal, Xtreme, UltraGlareFree and Bleu 21 AR coatings are warranted for two (2) full years. Re-coating, with the exception of the family of Crizal products, is at no charge. (Be aware that the stripping process can remove scratch guard coating and damage certain materials) Send lenses to be re-coated along with a copy of the original invoice or original envelope reference number.

**RX CHANGE OR CUSTOMER CHANGE IN LENS OR FRAME** — We will credit 15% of the original order if received within 30 days. Send lenses to be credited along with the original copy of the invoice and the re-order invoice.

**SCRATCH-RESISTANT COATING (SRC)** — Any lenses that you have ordered with a SRC surcharge is replaced at no charge for one (1) year from the date of original invoice, providing the scratches are from normal wear and tear. No obvious marred lenses will be accepted. Send lenses to be credited along with the original invoice and the re-order invoice. Re-placement lenses RX and measurements must be identical.

**LAB ERROR** — We do our absolute best, but in the event you receive a lens that does not meet ANSI standards, please return the lenses and the original invoice within 30 days of original order for 100% credit of product and shipping.

**YOUR FINISHING LAB BREAKS LENS** — We will credit 15% of the original order if received within 30 days. Send lenses to be credited along with the original copy of the invoice and the re-order invoice.

**RX CHANGES OR PATIENT CANCELLATIONS** — There will be no charge for RX changes or cancellations if lens has not been processed, else, 25% credit will be issued if lenses are returned with original invoice within 10 days of original order.

**TELEPHONE ERRORS** — All orders are read back to avoid errors. Please listen carefully and make any corrections as needed. When ordering replacement lenses that may be the result of a telephone error, please provide the original job number and make the appropriate corrections. The replacement pair will be billed in full. Please return the original lenses and invoice within 30 days and, as a courtesy, 21st Century Optics will issue a 50% credit. To reduce errors and increase processing speed, we recommend that you sign up for easy-to-use online ordering. Please contact Customer Care for more details.

**FAX AND EDGED ORDERS** — We highly recommend that all accounts use our order forms when faxing orders and sending in complete edge jobs. These forms have been designed to reduce errors, increase processing speed and to provide you with a copy for your files containing the original invoice #. Forms are available by contacting Customer Care.

**STOCK LENS PRODUCT** — All manufacturer credit policies are in effect on stock product. Credit lenses must accompany a lens envelope and original invoice dated within six (6) months. A restocking fee of 20% will be deducted from all stock lens returns.

**PATIENT'S OWN FRAME OR LENSES** — We handle all frame and lens products with the utmost care. However, we cannot be responsible for breakage on used frames or old lenses. If you want 21st Century Optics to match a rimless shape, clearly mark your patient's own lenses to be returned with the completed job, otherwise, remove your patient's own lenses before sending the frame to the lab.

**LOST SHIPMENTS** — We will make all attempts at tracing an order with the courier services, however, we cannot be responsible for packages that are not delivered to us.

