

## Eyecare Eyewear Warranty & Purchase Conditions

At Eyecare Eyewear the team ensures that every patient is provided with comprehensive personalised advice regarding their current and future visual needs, ocular health status and visual efficiency profile.

We realise that it is not always straight forward when it comes to choosing spectacles or contact lenses as such we have designed this Warranty & Purchase Conditions document to ensure that you find your perfect vision solution.

Prior to account creation, you request a quotation for your customised spectacle or contact lenses. Upon agreement, this quotation will be converted into an account. Any payment towards this account constitutes your acceptable of these Warranty & Purchase Conditions and agreement to proceed with this spectacle or contact lens job.

### Warranty Conditions

Within three months of your account being generated if you have any concerns with your new spectacles or contact lenses please call or visit your local Eyecare Eyewear practice. The staff will be able to assist you with booking a consultation to discuss your concerns with your optometrist. This consultation will be provided at no charge to you if the prescription used for this job was generated by Eyecare Eyewear. If the prescription is from another provider standard consultation fees will be applied.

At this consult our optometrist will recheck your spectacle or contact lens job and your prescription. If an upgrade is required to your spectacles or contact lenses (e.g. upgrading your single vision lenses to a progressive lens) you will be required to pay upgrade cost difference (e.g. the cost difference between the single vision lens and the progressive lens).

If a remake of glasses or contact lens job is required, this will be completed in accordance with our suppliers remake policies. This includes 2 free remakes within 3 months from the date of order. Eyecare Eyewear may, at its discretion, offer to extend this time frame. If you still feel that the products provided do not meet your performance expectations, then a refund will be organised.

- 1) Spectacle Frame: full refund, if the frame remains undamaged and in saleable condition excluding change of mind relating to the appearance. (Staff discretion)
- 2) Spectacle Lenses: After 2nd remake, a refund less than the administration fee will be offered. (Fee = less than 50% of the lens price)
- 3) Contact lenses: Full refund on custom rigid lenses within 3 months. (No refund on contact lenses fitting fees). No refund on soft disposable lenses.

Eyecare Eyewear will honor the full manufacture warranty on all spectacle frames and sunglasses. This either 1 or 2 years from the date of purchase (depends on the supplier). Warranty claims may require sending your frame to our suppliers for expert assessment.



### Purchase Conditions

In order for Eyecare Eyewear to process your customised spectacle or contact lens job you will be required to pay a minimum of a 40% deposit. Each pair of prescription glasses/contact lenses are specially tailored to your individual prescription, meaning they are unable to be resold or returned. Therefore once your 40% deposit has been made the job will be sent to our partner laboratory and the lenses production process will commence. At this point we are unable to cancel or refund your order.

If you are not able to pay the full 40% deposit at the time the account is generated, a Lay-By payment plan can be organized with a 10% deposit being made on generation of the account. The Lay-By payment plan would consist of a weekly payment for 10 weeks, the spectacle/contact lens job will be sent to the lab/supplier once the 40% deposit amount has been paid. Eyecare Eyewear will require your credit card details for a Lay-By payment plan and will automatically process the payment each week. Full payment is required within 6 months.

Eyecare Eyewear is able to process most private health fund optical rebates/claims through our EFTPOS terminal. In the occasion that a private health fund is not able to be done through the terminal, we are able to complete the necessary claim form in preparation for you to sign and send to your health fund. Private Health Fund claims are not included in the 40% deposit amount to commence a spectacle/contact lens job.

Balance of payment is required for all spectacle/contact lens jobs on or prior to collection. Eyecare Eyewear will contact patients when spectacle/contact lens jobs are ready for collection. It is our policy to dismantle jobs if they have not been paid for in full and/or collected within 12 months of the account generation date.

If you decide to cancel your spectacle/contact lens job prior to collection and after a payment has been made towards the account, a cancellation fee will be applied to your patient file. The cancellation fee amount will be calculated with reference to the cost price of the job and administration time required to process and cancel the job. It will not exceed 75% of the account for the job and the value may be specifically requested prior to account generation.

By processing your payment through our EFTPOS terminal or by paying by cash you acknowledge that you are agreeing with Eyecare Eyewear's Warranty & Purchase conditions.