

Watauga Eye Center, P.A.
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www.wateye.com

INSURANCE, WARRANTY AND RETURN POLICY
(Policy *does not* cover bargain packages)

**PAYMENT IN FULL IS REQUIRED AT THE TIME
YOU PLACE YOUR ORDER.**

INSURANCE

If you have vision coverage and we are contracted with your plan, we will file for you. You are responsible for any deductible or coinsurance at the time you place your order.

FRAME WARRANTY - 1 Year

If your frame breaks under **normal** wear and tear, we'll repair or replace it one time during a 12 month period at no charge. Frames are warranted for **manufacturer defects** only. We cannot warranty for theft/accidents (i.e. sitting on glasses). If you choose to have new lenses placed in your old frame and the frame is damaged by the lab or our office, we are not liable and written permission required. Current shipping fees will be applied.

LIFETIME FREE REFILLS OF LENS CLEANER IN WEC LOGO CONTAINERS.
Remember, only use micro-cleaning cloths and NEVER USE WINDEX !

SCRATCH COAT WARRANTY- 1 Year

A one time replacement scratch coat warranty is offered for normal ...wear and tear... only. Obvious abuse is not covered.

ANTI-REFLECTIVE WARRANTY ... 1 Year

A one time replacement is available for lenses with AR coating. This warranty covers peeling, crazing and chipping of the coating. Obvious abuse will not be covered.

ADAPTATION DIFFICULTY - 60 Days

If you are unable to adapt to your new lenses within 60 days, we will gladly remake your lenses at no charge as long as there are no material or add-on changes. Adaptation to lenses typically takes 1-2 weeks. We will make every effort to satisfy your optical needs.

CANCELLATIONS ... Must be same day notice!

We will make every effort to cancel your order but if our lab has already began the lens processing, there will be a 50% forfeiture of the total order amount.

DELIVERY OF EYEWEAR

Your eyewear must be paid for in full, and delivered within four (4) weeks after you are notified of their completion. Eyewear not picked up within this time frame voids all warranties and return policies. No refunds will apply.

UNLIMITED FREE CLEANINGS & ADJUSTMENTS

We'll keep your eyeglasses adjusted and clean at no charge as long as you own them. We will take every precaution in order to adjust the glasses properly; however, we cannot be responsible for breakage. We will ask for your permission before attempting to repair your glasses.

NO WARRANTY ON GLASS LENSES!

POLICY SUBJECT TO CHANGE WITHOUT NOTICE.