

# Waller Family Eyecare Warranty & Refund Policy

## New Eyewear Warranty:

**Lens Scratches:** Your new eyewear, if purchased with a **Premium** Anti-Reflective package, is warranted for 1 year against significant scratches. Basic, uncoated lenses or lenses with the **Basic** Anti-Glare package are not warranted! This warranty does not cover loss, theft or abuse. Lenses **MUST** be returned for warranty replacement.

**Frames:** All new frames purchased from the front lobby displays at Waller Family Eyecare are warranted for 1 year against breakage or manufacture defects. One claim per 12-month period is allotted. Discontinued frames are not warranted. **THIS WARRANTY DOES NOT COVER LOSS, THEFT, ABUSE, OR THE REPLACEMENT OF NOSE PADS.** All materials must be returned for warranty replacement.

**Prescription Problems:** Your new prescription may require some time to feel “right”. This normal process occurs as brain cells learn to interpret new images. Your adaptation of new eyewear occurs gradually over about 14 days, and may include walls leaning, feeling taller or shorter, and straight edges appearing curved. **DO NOT WORRY!** If you have trouble “learning” your new eyewear after wearing **FULL TIME** for 2 weeks, we will be more than happy to re-check your prescription; just call to make an appointment.

**\*EACH ORDER IS  
INDIVIDUALLY CUSTOMED.  
THEREFORE, AT NO TIME, WILL A  
FULL REFUND EVER BE GIVEN.**