



## Shoreline Eye Group Optical Policies

1. A minimum deposit of 50% is required at the time of order. The balance must be paid when the glasses are dispensed. Payment for services can be made by: Cash, Check, or Charge card (Minimum is \$10.00 for a Charge card transaction)
2. Because of the unique nature of our business and custom-made eyewear, cancellation of orders is not allowed and deposits are not refundable.
3. Any eyewear not picked-up within 3 months of order will be disassembled and any deposits will be forfeited.
4. Fees for doctor's changes of Rx:
  - a. Within three months of original Rx date – No charge one time only
  - b. After three months of original Rx date – full price.
5. Progressive lens “non-adapt” policy:

Within 90 days of dispensing, Shoreline Optical will replace progressive lenses with customer's choice of single vision, bifocal, or trifocal lenses at no additional cost. No refunds will be given to patient.
6. Shoreline Optical honors all ***manufacturer's warranties***. Eyewear will have a one year warrantee with a one-time replacement for frames and or lenses. Subsequent replacement will be at 50% of replacement price within the warranty period of the original purchase date
7. Shoreline Optical reserves the right to decline adjustments or repairs on glasses not purchased here and / or after glasses are past the warranty period. Adjustment and repairs are not guaranteed and will be done at the owner's risk.
8. There is no warranty coverage with the following products; over the counter readers, Cocoons, and chemistry clips.