

Warranty/Policy Information

Thank you for trusting Nipomo Optometry with the health of your eyes and your eyewear needs. Although we do not anticipate any problems with your frames or lenses, we want all patients to understand the warranties accompanying their eyeglasses. Please read below for your warranty information. We will be happy to answer any of your questions.

<u>Frames</u>	If your frames break or become damaged, they can be replaced ONE time within TWO years after purchase, this does not include theft, loss, or abuse . We must have your broken frame to return to the manufacturer for your warranty to apply.
<u>Frame Restyle</u>	We are confident you will love your new frame, but if you do not, and the order has not been placed with our lab, we will be happy to restyle you to another frame. Unfortunately, if the order has been placed with our lab, a 25% restocking fee of the original retail price will apply . Charges for remaking lenses to a different frame may also apply .
<u>Lens Changes</u>	We, unfortunately, cannot make any changes to your lenses once the order has been placed with our lab. However, IF absolutely necessary, lens charges will apply if the lab has already started (or finished) the order. NO REFUNDS .
<u>Outside Prescriptions</u>	If you bring us a prescription from another Drs office, we will assure your prescription is correct to the prescription given, along with our measurements, but you are responsible for having your eye Dr check your prescription should you have any issues with your vision after purchase.
<u>Refunds and Returns</u>	We hope you enjoy the eyewear you purchased from us. If you are unhappy with any of your purchases, please let us know. However, <u>cancellations on eyeglasses are NOT permitted</u> as all eyeglasses are custom crafted for each patient with their own unique prescription. There are NO REFUNDS or exchanges, all sales are final unless covered under manufacturer or office warranty programs.