
BELLA VISION POLICY

1 Frame Warranty Policy

- All frames come with a warranty against **manufacturer defects** within one (1) year of the original purchase date.
- There is a \$20.00 fee for shipping and handling for a frame warranty replacement.
- Any frame that breaks or is damaged during a frame adjustment by Bella Vision staff will **not** be considered for warranty unless it is within one (1) year of the original purchase date of that product.
- Usual wear and tear or mishandling of the product will **not** be covered by the warranty.

2 Lens Warranty Policy

- All lenses are covered by a one (1) year warranty against **manufacturer/lens defects**.
- Usual wear and tear or mishandling of the lenses will **not** be covered by the warranty.

3 Anti-Glare/Anti-Reflective Warranty Policy

- Anti-Glare/Anti-Reflective coating: Eligible for a one (1) year **manufacturer/lens defects warranty** on the coating.
- Usual wear and tear or mishandling of the lenses will **not** be covered by the warranty.

4 Frame Returns

- Any frame returned in its original condition, un-worn, with all original packaging within seven (7) days of the original date of purchase (order date) may qualify for a full refund or exchange.
- Any frame that has been fitted with lenses no longer qualifies for a refund/exchange, and will be considered final sale.

5 Prescription Lens Returns/Exchanges

- All prescription lenses are considered special orders, and are therefore considered non-refundable and cannot be exchanged.

6 Contact Lens Returns/Exchanges

- Soft Contact Lens boxes or vials, originally purchased from Bella Vision, that are brought to Bella Vision **unopened, unmarked and otherwise undamaged** within six months from purchase date may be exchanged for a similar product.
- No credit or exchanges are permitted on opened boxes or vials of contact lenses.
- Contact lenses may **not** be returned for a refund.

7 Non-Prescription Sunglasses

- All non-prescription sunglasses have a one (1) year **limited** manufacturer warranty on the frame.
- Lenses are **not** covered under the warranty.
- Usual wear and tear or mishandling of the product will **not** be covered by the warranty.

8 Doctors Prescription Redo

- Any remake must be initiated within thirty (30) days of the original date of purchase:
 - First Time Redo - No Charge
 - Second Time Redo - 50% off the usual and customary price (retail price)
 - Third Time Redo - 100% of the usual and customary price (retail price)

9 Non-Adapt of Multifocal Lenses (progressive lenses)

- Any remake must be initiated within **ninety (90) days** of the original date of purchase.
- In the case you are **unable** to adapt to the multi-focal lenses, we will do a one-time non-adapt redo and replace the progressive lenses with bi-focal or single vision lenses at no additional cost.
- There will **not** be a refund for any difference in the cost of the lenses.

10 Semi-Rimless/Drill Mount Frames

- Bella Vision and the optical labs we do business with highly recommend the use of a polycarbonate lens or similar in all semi-rimless or drill mounted rimless frames.
- By putting a standard plastic lens (CR-39) into a semi-rimless frame, any chipping, cracking, or breaking of the lens will **not** be covered under warranty by Bella Vision or Bella Vision contracted optical labs.

11 Insurance Billing

- As a service to our patients, we will **verify and bill your insurance** on your behalf. However, with all insurance companies, we need to advise you that all benefits quoted on the date of service are **just a quote of benefit, not a guarantee of payment**. If for any reason your insurance provider does **not** pay the amount of the estimated benefit, the patient will be responsible for any unpaid amount for the services rendered at Bella Vision.

12 Returned Check Policy

- In the event a check has been returned for non-sufficient funds, there will be a charge of \$25. Check will not be redeposited by our billing department, and a new check will not be accepted.