
BELLA VISION POLICY

1 Frame Warranty Policy

- All frames come with a warranty against manufacturer defect 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 100% by a one (1) year warranty against manufacturer/lens defect.
- Usual wear and tear or mishandling of the lenses will not be covered by the warranty.

3 Anti-Glare/Anti-Reflective Warranty Policy

- AR2: Eligible for a one (1) time, 2 year warranty against manufacturer defect on the coating.
- AR3: Eligible for a two (2) time, 2 year warranty against manufacturer defect 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 that are at least one (1) year from their expiration 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.
- Contact lenses may be returned for store credit for future use (within one (1) year of returning the product) towards a similar product (contact lenses), for the same patient that made the original purchase.

7 Non-Prescription Sunglasses

- All non-prescription sunglasses have a one (1) year warranty on the frame against manufacturer defect.
- 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 Multi-Focal 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 are happy to do a one-time non-adapt redo and replace the progressive lenses with bi-focal or single vision lenses at no cost.
- There will not be a refund for any difference in the cost of the lenses.

10 Semi-Rimless/Drill Mounted Frames

- Bella Vision and the optical labs that we do business with highly recommend the use of a polycarbonate lens or similar effect 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 are happy to verify and bill your insurance on your behalf. However, with all insurance companies, we need to advise you that all benefits quoted are **just a quote of benefit, not a guarantee of payment**. If for any reason insurance does not pay any amount of the estimated benefit, the patient will be responsible for any unpaid amount for the services rendered at Bella Vision.
 - As a courtesy to our patients, Bella Vision is happy to do a coordination of benefits for our patients that have more than one insurance plan. We do require payment on the overage due after the primary insurance benefit has been applied. Once the secondary insurance claim has been paid to Bella Vision, we will gladly reimburse you for that amount. This process may take 2-3 months or more.
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