



Maintenance and Return Policy

- ❖ All frames purchased from Eye Centers of Florida with a purchase price of \$69 or higher have a one year manufacturer's warranty. This is determined by the frame manufacturer and covers manufacturer defects. Service fees for shipping and handling may apply.
- ❖ Costa Del Mar requires their retailers to send the product to them so they can determine warranty eligibility and advise if any charges will be incurred.

- ❖ If additional coverage is requested on lenses, it must be purchased at the time of the initial order.
 - Premium anti reflective lens coatings coverage:
 - Will cover manufacture defects
 - Will cover normal wear scratches
 - Will not cover dog/cat bites, gouges, or chips
 - Davis Vision plans require members to purchase a scratch warranty
 - The lab may require us to send them the lens to determine warranty eligibility

- ❖ Lenses will be replaced at no charge with an equal value lens if a prescription change is required within 60 days of the original exam date.
 - If the replacement lens is a higher value, the difference will be charged.
 - If the replacement lens is a lower value, the difference is not refunded.
 - Davis and Spectera plans are regulated to 30 days of the original exam date

- ❖ Eyeglass lenses, and specialty contact lens orders are highly customized and cannot be cancelled once they have been placed. Eyeglasses may be restyled within 30 days of purchase.
 - If you are exchanging the glasses for a pair with a higher value, the difference will be charged.
 - If you are exchanging the glasses for a pair with a lower value, the difference is not refunded.
 - On customizations, refunds are not available

- ❖ Visit any of our convenient locations for frame maintenance such as adjustments and cleanings. Please keep in mind we perform these services with the utmost care but cannot be responsible for products out of warranty.

- ❖ We are not responsible for merchandise left in our office for over 90 days.

ECOF Associate

Patient

Date