

Effective Date: September 14, 2016

100% Satisfaction Guarantee

1. 100% Satisfaction Guarantee

We guarantee you will be 100% satisfied with the comfort, fit, vision and appearance of your new eyeglasses, or we'll remake them to your complete satisfaction within 90 days of purchase. (Note: if a more expensive option is chosen, the difference will be due; if a less expensive option is chosen, no refund will be awarded)

2. Quality Standards Guarantee

Your eyeglasses meet or exceed standards of the American National Standards Institute for optical quality and impact resistance. We perform up to 84 quality control checks on every pair of eyeglasses we make.

3. 12-Month Frame Guarantee

If your frame or any part of your frame becomes broken or damaged, we will replace it at no charge to you within the first year (Flexon frames have a 2-year warranty). This does not include unusual or excessive wear and tear such as dog chews. Any additional replacements during this time will be charged at ½ regular cost. If identical frames are no longer available, we will help find a suitable alternative of equal value. Custom clip on eyeglasses are covered under a 1-year warranty. However, clip on sunglass lenses are not covered under any warranty.

4. Lens Replacement Guarantee

Lenses with non-glare treatment or lenses made of polycarbonate material are covered under a 1-year warranty. Please consult with an optician for any other questions regarding lens warranties.

5. Lost Eyeglasses Guarantee

Should you lose your eyeglasses within 12 months of purchase, we will replace them at ½ regular cost. If identical frames are no longer in stock, we will help find a suitable alternative of equal value.

6. 100% Accurate Prescription Guarantee

Your eyeglass prescription will be 100% accurate and to your satisfaction or we will recheck at no charge to you (as long as it was performed by ProCare Vision Center). If a change is needed, we will provide new replacement lenses of equal value at no cost to you (within 90 days of purchase). Any prescription changes due to medical reasons, such as diabetes or medications, will be at regular cost.

7. Lifetime Care Guarantee

You may have your eyeglasses adjusted and professionally cleaned any time at no charge.

8. Lens and Eye Protection Guarantee

Every pair of standard eyeglass lenses from ProCare Vision Center features Scratch-Resistant and Ultra-Violet protection treatments.

9. Eyeglasses Ready When Promised Guarantee

If your eyeglasses are not ready when promised (even with our best efforts), you will receive a gift certificate to use toward your next purchase.

10. Product Availability Guarantee

Our worldwide network of suppliers enables us to offer all types of eyeglass frames and lenses. Therefore, we will do our best to obtain any frame or lens style at your request.

11. Multiple Pair Discount Guarantee

If you order two or more pairs of complete eyeglasses, we will deduct 20% off our regular fees for the second or more pairs of eyeglasses of equal or lesser value. Must be for the same person and ordered within 90 days. Not valid with some third party plans.