

# **GATEWAY EYE ASSOCIATES – REFUND POLICY**

## **FRAMES & NON-PRESCRIPTION SUNGLASSES**

Refund of purchase price, LESS 10%, when the frame is returned within 30 days from the date of dispensing AND according to the following terms:

- Frames must be returned in “re-sellable” condition and with original case and accessories.
- Refunds are issued only after the frame has been fully inspected by our opticians.
- Not applicable to “SALE” Frames.

## **PRESCRIPTION LENSES ( INCLUDING PRESCRIPTION SUNGLASS LENSES )**

All prescription lenses are custom made to exact specification, and are therefore NON-REFUNDABLE.

Modifications will be considered according to the following terms:

- Our office deems the modification necessary.
- The eyewear is returned to our office within 2 weeks of dispensing.

We will not be responsible for determining changes to prescriptions from another location or another doctor. Customers must return to the prescribing doctor for any rechecks and modifications to the prescription. When deemed necessary, lenses will be remade ONE TIME ONLY. Subsequent changes will be at full retail cost to the customer.

## **CONTACT LENSES**

Contact lens services are non-refundable. Full refund of purchase price when contact lenses are returned according to the following terms:

- Disposable contact lens boxes are returned in an unopened, non-expired and unmarked boxes.
- Rigid Gas Permeable (RGP) lenses and Non-disposable contact lenses are returned within 30 days of dispensing, undamaged and in the ORIGINAL CONTAINER.

- 1. All service fees (including exam and contact lens fittings), postage fees, and credit card processing fees are non-refundable.**
- 2. Payments via Visa, Mastercard, Discover, American Express can be refunded either via paper check or as a credit back on to the original credit card.**
- 3. Payments via Cash, Check, or Debit will be refunded by paper check.**
- 4. All paper checks are issued at the end of each month.**