

# POLICY AND WARRANTY INFORMATION

## REMAKE POLICY

We will remake prescription safety lenses one-time at no charge within 60 days of the original invoice date if there is a prescription change or dispensing measurement error (PD or Segment Height). Any lenses remade under warranty must be in the original frame purchased.

## CANCELLATION POLICY

The full cost for prescription safety eyewear is due if the order has been started in the laboratory. Because prescription lenses are customized to each frame ordered, there are no frame changes.

## COATING WARRANTY

Hardcoat, anti-fog or non-glare coated safety lenses will be remade one time due to product failure within 6 months of original invoice date. Uncoated lenses do not qualify for warranty and are not covered under Protection Plus.

## TRIVEX LENSES WARRANTY

Prescription safety lenses in Trivex material will be remade one time due to product failure within 6 months of original invoice date. For companies that select Trivex material as the only lens material option for their safety program (a “Trivex Only” program), Protection Plus is included at no additional cost.

## SAFETY FRAME WARRANTY

Following standard safety frame manufacturer warranty policies, we offer a one-time frame replacement at no cost in the case of manufacturer defect within 1 year of original invoice date. Scratches are not considered a manufacturer defect.

## PROTECTION PLUS

Protection Plus offers added warranty coverage for safety eyewear. If Protection Plus is purchased, lenses will be remade one time for any reason within 1 year of original invoice date. Only coated lenses qualify for Protection Plus. Protection Plus is included at no additional charge for Trivex Only programs.

## CURRENT PRESCRIPTION POLICY

A copy of a current eyeglass prescription from an eye doctor is required by law to order and manufacture prescription safety eyewear.

## PRESCRIPTION EXPIRATION DATE

Safety eyewear can only be manufactured if your prescription is not expired according to the expiration date written on your prescription.

## VALID PRESCRIPTION WITHIN 2 YEARS

If there is no expiration date listed, your prescription is only valid within 2 years from the date it was originally written by the eye doctor.



Safety Eyewear

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