



Custom Eyeglasses Return Policy:

Eyeglasses Frames:

If for any reason you are not completely satisfied with your frames, you may return them, but you must return them within 30 days for a full refund.

After 30 days, we can offer you a frame exchange or a credit to your account to be applied toward future purchases. If you detect a manufacturing defect that is covered by the manufacturer's warranty, return the glasses to us and we will replace it with a new frame of the same kind and brand under that warranty.

Custom Lenses:

We offer a "Perfect Lenses" guarantee: If your lenses are not made perfectly to the prescription you give us, we will remake the lens at no cost to you within 90 days.

*Please note, if you order custom prescription lenses or custom non-prescription lenses, with your frames and you want to return the lenses for any reason, no refund will be given.

Because the lenses are custom made to your prescription and specifications, lenses cannot be returned. However, we can offer a one-time free redo on the lenses (your choice) for non-adapt, or prescription change. If you choose the one-time free redo, AND you choose a less expensive lens package, you will not receive a credit for the difference.

Thank You,
Visionary Optometry

X _____
Signature