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Satisfaction Guarantee and Agreement

Frames Policy

If for any reason you are not completely satisfied with your original purchase of eyeglass frames, you may exchange them once for another pair of equal value within 30 days from when the office notifies you that it is available. All qualifying items returned must be in the same condition as on the date dispensed to you. A \$20 restocking fee will apply.

All of our frames come with a one year manufacturer's defect warranty except Clearance/Overstock and Sale frames. This does not cover accidental damage, scratches, breakage, loss or theft. Manufacturers requires all parts be returned for evaluation.

All sales are final on Clearance/Overstock and Sale frames.

Eyeglass Lens Guarantee

Custom-made prescription and non-prescription lenses are tailor made to your specifications. There can be no refunds for lenses however, a one time exchange within 30 days can be made.

If, within 30 days from when the office notifies you that it is available, you are unable to adapt to the prescription and the Doctor determines *there is a change in your prescription*, there will be no charge to remake your lenses.

If you have any difficulty adjusting to your progressive multifocal lens, you can exchange them within 30 days for a lined multifocal or a single vision lens.

Manufacturers require lenses be returned for exchanges.

Dispensing Agreement

All eyeglasses and contact lenses that have been prescribed, fitted, and purchased will be kept in the office for a total of one year from the date of purchase. If you do not pick up the eyeglasses or contact lenses within that year, they shall, by default, become the property of Honolulu Vision Care Center and we will donate those eyeglasses to the Lions Club.

Free Lifetime Cleaning and Adjustments

To maintain the comfort and fit of your eyeglasses, we provide you with free cleaning and adjustments for as long as you own your glasses.