



Returns, Exchanges or Replacements

Unopened boxes or vials of lenses may be returned for credit or exchange within 120 days of the invoice date. All boxes/vials must be returned in original and resalable condition; unopened, without defacement (no writing, marks, stickers, damage, etc). Flat packs will not be accepted.

Prescription change exchanges

Opened boxes of lenses may be exchanged for a prescription change within 120 days of the invoice date. All individual lenses must be returned in the original packaging and all vials/blisters must be sealed and unopened, without defacement (no writing, marks, stickers, damage, etc). Flat packs will not be accepted.

Warranty

PolyVue offers a 100% manufacturer's warranty on defects. Defective lenses may be returned for credit or exchange within one year of the original invoice date. Credit is conditional upon manufacturer's verification of the product defect.

NOTE: *Replacements or exchanges will be invoiced when shipped out. Credits, exchanges or refunds will be applied when received and processed. Please allow 5 business days for lens credits or refunds to be applied. Credits or refunds may not reflect on the same monthly statement if a billing cycle overlaps.*

Restocking Fee:

A \$2.50 per box (or any portion thereof) **restocking fee** applies. Exchanges will be charged standard shipping rates for the selected replacement lenses.

Authorization:

Please call for a Return Merchandise Authorization (RMA) prior to returning or exchanging lenses or boxes. Include a copy of the packing slip or invoice, patient's name, and reason for the return or exchange.

Standard shipping and handling charges

PolyVue charges a standard \$4.50 per order for shipping and handling. Alternate shipping options are available upon request and will be charged based on the shipping carrier's comparable cost. Shipping charges apply to all free replenishment or trial lenses unless shipping with another order. There is an additional \$2.00 charge for signature verification when shipping lenses directly to a patient. Standard shipping charge for a fitting set is \$10.

Toric Trials (HD-T and HDX-T) Toric trials may be purchased or ordered using lens credits at the rate of 2 credits per lens. Purchased toric trials may be exchanged for a **one time prescription change** within 90 days of the invoice date. If the refitting is unsuccessful, trial lenses may be returned and lens credits will be issued, no monetary credit will be given for opened toric trials.