



EYEGASSES GUARANTEE

Prescription Guarantee. All prescription eyeglasses, prior to leaving our laboratory, pass a stringent quality control hand inspection. The lenses are checked at two different stations for accuracy. We pride ourselves in our workmanship - accurately filling your prescription is our number one priority. In the unlikely event that an error makes it through our system, we will promptly and courteously remake the lenses at no charge.

30 day Doctor's Prescription Guarantee. If the doctor we recommended you changes your prescription within 30 days of your initial examination, we will replace your lenses at no charge.

Lifetime Adjustments and Cleanings. Cleaning and adjustments for your eyeglasses you purchase here are complimentary forever!

Exchange Policy. We are happy to offer a one-time exchange only policy on any ophthalmic frame within 30 days of the purchase date. If the exchange is for eyewear of equal or greater value, we will credit the original price you paid towards the cost of the new frame. There are no refunds or credits if the exchange is for eyewear of lower value. Please note that prescription lenses are not refundable. However if new prescription lenses need to be made on a frame exchange, we will credit 40% of the original lens price towards the cost of the new lenses. Additional charges may apply. **IMPORTANT: The product to be exchanged must be returned in perfect condition, with all original packaging materials, unused warranty cards, instruction booklets and demo lenses where applicable. This Exchange Policy does not apply to sunglasses.**

Manufacturer's Warranty Policy. All prescription frames and sunglasses are warranted for 6 months from the date of purchase against any manufacturer's defects. Manufacturer's defects include: structural design, hinges, welding points, and colorings. **Manufacturer's defects DO NOT include: flagrant misuse causing frame damage, scratching or tarnish; pet damage; perspiration damage, destruction or damage by vehicle; stepping on or sitting on the frame; bending or twisting the frame; or any other damage not considered a manufacturing flaw.** Frames which are considered defective will be replaced with a new pair, so long as the frame is still being manufactured. In cases where the frame is listed as discontinued (no longer manufactured), the frame will be replaced with another color or a different model of equal or lesser value. Customers will be contacted in situations such as this. Please be advised that all shipping charges are the sole responsibility of the customer. This includes any taxes and duties incurred with international packages. To determine if your frame falls within the guidelines for manufacturer's defect, please contact the Return Department at **1-800-778-2145 or email us at customerservice@DevlynOptical.com.**

Scratch-resistant coating. No lens is scratch proof and rough handling or incorrect cleaning can still scuff them up or create surface scratches. In the event your lenses scratch to the point you want them replaced, we offer a *one-time* replacement of scratched lenses within 3 months of purchase date for only 50% of the original cost of the lenses. **IMPORTANT: There is no scratch warranty on sunglass lenses!**

Putting New Lenses Into Your Own Frame. Devlyn Optical is not responsible for damage or breakage to customer's own frame, new or used, if only prescription lenses are ordered.

Can I Cancel My Order? NO. Once an order has been placed, we will not be able to cancel the order.

Contact Methods. Should you have any questions or concerns, please contact us via any of the methods listed directly below:

Devlyn Optical
2600 McHale Ct, Ste. 145
Austin, Texas 78758

Phone: 1.800.778.2145
Fax: 512.551.0726

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www.DevlynOptical.com