

Los Alamos Family Eyecare, P.C.
800 Trinity Dr. Ste B
Los Alamos, NM 87544

Warranties for Eyeglasses

1. All prescription lenses are considered special orders, and are therefore non-refundable. However, we will remake lenses if there is a prescription change or you cannot adapt to lens style or material. Most insurances will cover the cost of one lens remake within 3-6 months. If you cannot adapt to remade lenses, we do not offer a refund.
2. We offer a manufacturer defect warranty on select frames within 1 year of purchase. Manufacturer's defects include: structural design, hinges, & welding points. This does not include misuse, abuse, scratching or tarnish, pet damage; damage by vehicle; stepping on or sitting on the frame; bending or twisting the frame. Superglue/soldering frame voids the warranty. Please choose frame size and style carefully as most insurances will not cover frame changes once lenses have been made into the frame. There will be charge to exchange the frame for another frame.
3. Safety glasses do not have a warranty and there will be a charge for remakes on lenses and damage to frame.
4. We are not responsible for damage or breakage to your own frame, new or used, if only prescription lenses are ordered.
5. Most anti-reflective and scratch coatings allow at least 1 remake/year for scratched lenses.

Contact Lenses Examination

1. A contact lens exam is required for the proper fitting and evaluation of contact lenses. The fee for a contact lens exam is non-refundable, even if contact lenses do not work for you.
2. Disposable contact lens boxes that are opened, damaged or marked cannot be refunded or exchanged. However, we may be able to exchange unopened boxes for like product if your prescription changes.
3. It is very important that you keep contact lens appointments and follow lens care instructions. If you experience pain, burning, tearing, and sensitivity to light, please remove lenses and call our office immediately.
4. Contact lens exam fee covers follow-up visits within 90 days. If you need follow-up visits more than 90 days from your initial visit/eye exam, there will be additional fees.
5. After we have finalized your contact lens prescription, we will give you a copy which is valid for 1 year. Please ask us about online contact lens ordering which offers discounted prices and shipment directly to your home.