



Office Policies and Procedures

Eye Glass Warranty

We at Viking Vision Center are committed to providing you with the finest quality eyewear, service and value. We stand behind the quality of the eyeglasses that we provide. We are happy to provide free with every eyewear purchase:

- Adjustments as needed
- Nose pad replacement
- Repairs
- Glasses case
- Lens cleaner and cleaning cloth
- Warranty

Frames

- All frames purchased come with a one-year defect/breakage warranty. If your frame breaks under **normal wearing conditions**, we will repair or replace it. Please bring in your complete broken frame with your lenses for replacement.

****All frame warranty replacements will be charged a \$15 shipping and handling fee.***

Lenses

- All prescriptions are guaranteed for 60 days from the original purchase against any doctor's prescription change or non-adapt to a particular lens style or material. Should the prescription change within the 60-day period, the lenses will be remade at no cost to the wearer.
- Replacement of lenses due to scratches is limited to **one time** in a 12-month period at no charge unless an anti-glare coating or double-sided scratch resistant hard coating is purchased. This policy is effective for one year from the date of original purchase and can only be honored using the original prescription.
- Anti-glare coated lenses and double-sided scratch resistant hard coated lenses (TD2) carry a **two-time** replacement for one-year on lens scratches or defective coating. This policy is effective for one year from the date of original purchase using the original prescription.
- If you are having problems with your new prescription please notify our optician as soon as possible. If the optician is unable to find a solution, we will schedule you to see the doctor for a re-evaluation at no charge. *These changes are subject to the 60-day policy from the date of dispense.* If notification of the problem is not made within the 60 days, you may be subject to additional charges.

IF YOU CHOOSE TO CANCEL YOUR ORDER AFTER LEAVING THE OFFICE, NOTIFICATION OF OUR OFFICE MUST OCCUR WITHIN 24 HOURS! If the job has been started at the lab, you may be subject to a 20% cancellation charge.

***Contracted Insurance Lab Policies (VSP, EyeMed, Spectera, Medicaid, Davis, etc....) may supersede these replacement and cancellation policies**