

## customer satisfaction

### **Rx's filled at sonoma eyeworks**

30-day guarantee for the following:

- Follow-up exam within 30 days
- One-time remake of lenses at no charge
- Lens upgrades / patient to pay difference

### **sonoma eyeworks Rx's filled elsewhere**

- Follow-up exam within 30 days
- If a lens change is necessary, we will not be responsible for any charges

### **cancellations and refunds**

- Lenses canceled before fabrication will be issued a refund
- No refund is available when switching from a multi focal to a single focus lens
- All sales final on close-out items

### **sunglasses and contact lenses**

- Non-prescription sunglasses are not warranted for scratching or cracking
- Contact lenses cannot be returned if package has been damaged

## caring for your eyewear

**Congratulations** on your purchase of fine custom eyewear

### **cleaning**

- Do not wipe the lenses with paper products or use ammonia-based cleaners, e.g., Windex
- Spray both sides with lens cleaner and wipe with cloth provided

### **daily care and storage**

Glasses are not indestructible:

- Always remove your glasses using both hands to avoid stretching the frame
- Store your eyewear in the case provided and protect from heat
- Heat will damage lenses, causing frames to shrink and warp which is not repairable

### **for your comfort**

- It is normal for glasses to deteriorate from ordinary use. To extend the life of your eyewear come in frequently for maintenance

## sonoma eyeworks one year limited frame warranty

Frame workmanship is warranted for one year from the purchase date, or as described in the manufacturer's warranty.

Any defects in the frame, or parts thereof, will be repaired or replaced at no charge, per manufacturer guidelines. Shipping costs may occur for manufacturer evaluation.

Accidental damage, normal wear and tear, and abuse are not included in the lens and frame warranty.