



Opticare Credit and Warranty Policy - August 2018

All warranty claims are assessed against Australian Standards

Any damage, breakage or fitting errors where lenses are not fitted by Opticare are not covered

Fitting defect claims must be returned with the frame and lenses for assessment

Any Opticare grind lens deemed to be faulty by Opticare will be credited

Progressives Lenses

The Opticare progressive warranty is valid for three months from the date of the invoice and covers adaption, PD and height adjustment

Changes in materials, Rx or frames are not covered

The credit does not include tints, coatings and fitting charges

There is only one claim allowed per job

The original lenses must be returned for credit

The replacement lenses must be an Opticare product

Multicoating

The Opticare multicoating warranty is valid for two years from the date of invoice and covers manufacturing defects

The warranty does not cover machine or heat damage or mistreatment

Replacement lenses must be the same Rx and details as the original order

The original lenses and invoice/cartnote details must be returned with the lenses for credit

Tinting

Opticare does not guarantee exact colour match when tinting

Opticare does guarantee matching single lens tints

Opticare will not make any tinting alterations after lens/lenses have been Multicoated

Job Cancellation

Jobs cancelled prior to commencement will not be charged

Jobs that have been commenced will attract a charge of 50% of the net price if cancelled

Stock Lenses

Lenses must be returned in original packaging and be suitable for resale as determined by Opticare
Stock lenses must be returned within 7 days of the original invoice date and be accompanied by original cartnote

Special order stock lenses cannot be cancelled

A 50% restock fee will apply for returns after 7 days

Frames

2 year warranty on a defect in the frame.

A new Frame will be invoiced and sent.

The old Frame must be returned for inspection and a credit will be given if found to be faulty.

Warranty does not cover freight.

Other Items

For items other than those mentioned above warranty claims for manufacturing defects must be received within 14 days of the original invoice date

Tinting own lenses and/or fitting own frames are accepted on a "clients" own risk basis, including scratching or breaking of frame or lenses