

## Warranty and return policies

### Warranty and materials replacement

#### Breakage warranty for plan-supplied frames and/or lenses

- All Davis Vision Exclusive Collection frames and spectacle lenses made in our laboratories are warranted against breakage for one (1) year from the original date of dispensing.
- The warranty is limited to one replacement during one (1) year coverage period. Note: if a member changes frames within the 30-day material change period, this counts as a replacement, and the new frames will not be covered by the breakage warranty.
- The prescription and frames (when available) must match the original order.

#### Allergic reaction to plan-supplied frames

- If the patient experiences an allergic reaction to plan-supplied frames within the first ninety (90) calendar days from the original date of dispensing, we will provide a new complete pair of eyeglasses in an alternative frame at no charge. Note: the new frames will count as a replacement and will not be covered by warranty.

#### Scratch protection plan

- All spectacle (eyeglass lenses) lenses are under a 1-year warranty if the Scratch Protection program is purchased by the member. Multiple replacements are allowed for scratched lenses.
- We will replace, within one (1) year from original dispensing date, spectacle lenses that have become scratched under normal usage, only if the "Scratch Protection warranty" option was selected.
- This policy applies to **all** lens types and materials at the time of service.
- Note: Essilor labs may require that the spectacle lenses be sent back to the lab before agreeing to do multiple lens replacements within the 1 year. The first and second redo's for scratch protection would be approved without the spectacle lenses being returned.

#### Spectacle lens scratch "coating" (not scratch protection)

- All lenses except CR39 (plastic standard lens) include scratch coating. We will replace all lenses except CR39 within (1) year from original dispense

date if they become scratched under normal usage. This warranty covers only 1 replacement for scratched lenses.

- Note: If a member changes their spectacle lens type during their 30-day material change period, that is consider their 1 replacement. The new spectacle lenses will not be warrantied.

#### Anti-reflective coatings

- For a period of one (1) year from the original date of dispensing, all lenses that have had an anti-reflective coating (ARC) applied and which is peeling or crazing, will be replaced with new AR coated or uncoated lenses (member choice) of the same material, style and prescription, at no charge.

**Note:** This ARC replacement policy does not cover scratches

### Patient requested returns

#### Frame style, lens style and/or lens material

- For a period of thirty (30) calendar days from the original date of dispensing, the patient may return any pair of Davis Vision Exclusive Collection frames and/or lenses to the eye care professional for changes.

**Note:** Dispensing date is assumed to be ten (10) days after the date shipped from the laboratory

### Eye care professional changes

#### Change of prescription

- Our eye care professionals may make any prescription changes necessary for a period of either ninety (90) calendar days for eyeglasses or thirty (30) calendar days for contact lenses from the original date of dispensing.

#### Non-adaptation to progressive addition (no-line bifocal) lenses

- For a period of sixty (60) calendar days from the original date of dispensing, progressive lenses may be returned for replacement with conventional single vision, bifocal, or trifocal lenses. Applicable copayments will not be refunded.