# Warranty
Policy #1135

**Effective:** 01/21/2015  
**Last Updated:** 01/19/2016  
**Responsible University Office:**  
Clinic Administration

## Scope
This policy applies to all students, faculty, staff, providers, and agents of Indiana University School of Optometry (IUSO).

## Policy Statement
IUSO will address all eyewear purchase concerns in a consistent manner by offering a material warranty.

## Reason for Policy
To ensure all patients and customers of IUSO have their eyewear purchase concerns addressed in a consistent manner.

## Procedures

**A. Limited Warranty Information on Lens Materials, Coatings, and Frames**

1. All manufacturer warranties are subject to change without notice.
2. All replacements and warranty dates are from the ORIGINAL DATE OF ORDER. Any exception to this policy must be approved by the Eyewear Center Administrator.
3. We do not have a “money-back guarantee” policy. Cash/credit refunds are approved only in rare cases by the Eyewear Center Administrator.
4. The warranty does NOT apply to stolen or lost materials. It only covers manufacturer’s defects or any damage prior to dispensing. Our products are carefully inspected before dispensing. If they do not pass inspection, you will be informed and a remake will be ordered at no additional cost to you.
5. Pet destruction, paint residue or similar occurrences will void all warranties.
6. Sales of non-prescription eyewear are final, no refunds or exchanges except under manufacturer’s warranty. Please consult our staff opticians.
7. If you have any vision or health insurance that covers frames, lenses, or contact lenses, please read the insurance information carefully. It is your responsibility to be knowledgeable regarding policies and co-pays. Our staff may assist with determining eligibility.

8. If your insurance requires use of its own lab, the lab’s warranty policy may supersede our dispensing warranties. Consult your member benefits or ask our staff opticians for details.

B. Warranted Materials/Coating
1. High index and polycarbonate lenses are warranted against scratches for one year, and peeling for two years from the original date of purchase—one replacement per original invoice. Changes in frame style are not included under the warranty.

2. Regular, non-AR coated plastic lenses have no scratch or peel warranty. You may purchase a non-scratch warranty that covers scratching or peeling. See our staff opticians for details.

3. Mirror coatings and other specialty coatings not mentioned above will be based on availability and dependent on the supplier’s policies for replacement and remake. See note on Specialty Orders below.

4. Progressive multifocal lenses may be warranted for either 90 days or one year for “non-adapts” depending on the lens manufacturer. Consult our staff opticians for details. Changes in frame style or lens materials are not included. We do not offer a refund or credit in case of non-adaptation to progressive lenses.

C. Limited Warranty on Frames
1. Frames are normally warranted for one year from the original order date.

2. Certain frames do not carry any warranty. Please ask our staff opticians before finalizing your decision.

D. Limited Warranty on Coatings
1. Crizal® anti-reflective (AR) coated lenses are guaranteed for the life of the prescription. We will stand by any product in the Crizal® family with a 100% Patient Satisfaction Guarantee. In the event a patient is dissatisfied for any reason with the performance of his or her Crizal® lenses, we will replace them, in the same prescription and original frame style, without an anti-reflective (AR) coating, at no additional charge.

2. ARxHP® coated lenses are guaranteed by Interstate Optical to include superior technology in scratch resistance, anti-reflective, and superhydrophobic properties. All Interstate Optical lab warranties apply. Remakes must be in the original Rx and same frame style. Consult our optical staff for details.

3. TD2® Scratch Resistant Coating is warranted against scratching on both side of the lens for two years. During that time, if a lens becomes scratched, we will replace it with an exact duplicate of the original prescription, including frame style.

4. Warranty-purchased Anti- Scratch Coating is warranted by IUSO lab for one year. During that time, if a lens becomes scratched, we will replace it one time, in the same prescription and original frame style at no additional charge. Pet
destruction, paint residue, or similar occurrences will void this warranty.

E. **Remakes (no refunds)**
   1. We make every effort possible to provide our patients with a superior product.
   2. However, we do not offer a “money back” guarantee.
   3. Remakes at no additional cost will be honored in case of:
      i. Inaccuracies in prescribing by IUSO (AECC, IECC,) clinics for 90 days from the date of order from IUSO eyewear centers. This must be reported and verified within the period of 90 days from the date of the order, (limited to refractive Rx check for current prescription at no charge); changes in frame styles or lens material are not included.
      ii. Non-adaptation to a prescription from IUSO eye care centers for 90 days from the date of the order from the IUSO eyewear centers. This must be reported and verified within 90 days from the date of the order, (limited to refractive Rx check for current prescription at no charge). Changes in frame styles or lens materials are not included.
      iii. In the event an outside provider changes a customer’s prescription, IUSO will remake the lenses at no charge one time. Remakes will be honored for 90 days from the customer receipt of the lenses.
   4. For Progressive Lenses: If a patient is unable to adapt to a progressive addition lens, we will provide replacement bi-or trifocal lenses at no additional cost to the patient; Alternatively, a patient may instead choose two pairs of glasses (distance and near) where lenses for BOTH pairs will be at no additional cost. However, the patient must purchase or provide the second frame for this option. Changes in frame style or lens material are not included.

F. **Specialty Orders**
   1. Lenses with high prescriptions, drill mounted lenses and other specialty coatings may take longer than average to fabricate. Thus, there may be some delay in dispensing. Consult our staff opticians for details.

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**Definitions**

The IU School of Optometry defines the life of the prescription as being two years, as that is how long we will refill a prescription without a new eye examination.

**Policy Contacts**

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<tr>
<th>Subject</th>
<th>Contact</th>
<th>Phone</th>
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<tbody>
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**History**