



Dr. Jonathan D Kaplan

Dr. Anne Kiernan-Nieves

Congratulations on your new eyewear purchase! Our office takes pride in making sure you have the highest quality eyewear to make sure you are seeing properly. We would like to make you aware of our policies regarding your purchase:

Adjustments are always free of charge and we encourage you to stop in at any time to have your glasses adjusted by our professional staff.

Minor repairs such as replacing screws, nose pads, or re-inserting lenses that fall out of a frame are also free of charge.

We offer second pair and prescription sunglass discounts when you purchase another pair within the first 30 days!

Most frames carry a one year warranty against manufacturers' defects (providing all parts are returned), and we will gladly pass that on to our customers (NOTE: this warranty does not cover loss, neglect or abuse. Glue voids all warranties). Package priced frames carry a 90 day warranty. Sale items do not carry a warranty.

Crizal Anti-reflective lenses carry a limited warranty from 6-18 months* (see below for warranty) against scratches and defects from normal wear and tear and can be replaced with the exact prescription in the same frame if you come in within the warranty period from the date you purchase them.

All lenses are made to order to your exact prescription, once the lenses have been processed the order may not be cancelled, however you are entitled to a full refund on the frame. Non-prescription sunglasses that are purchased may be returned within 7 days for a full refund if they are deemed to be in perfect condition and have not been worn. If they are damaged in any way they are not returnable. Optical frames that are purchased are not returnable once lenses are put in them and they are worn by the patient. Frame changes will not be permitted after lenses have been processed with the original frame choice.

Should you have any problems seeing with your new eyeglasses we are always here to determine the reason for the problem. We ask that you first visit our opticians, Cheryl or Freddie, to ensure that the lenses are made properly and that the fit of the frame is correct. Should they be unable to assist you in rectifying the problem, they will report their findings to the doctor and schedule a recheck. Problems with outside prescriptions should be addressed by the prescribing doctor and must be corrected within 45 days, otherwise charges will be incurred for any change made. If any changes are recommended by our doctor or optician, they will be made at our expense provided that you come to see us within 45 days of ordering your eyeglasses.

Sincerely yours,

Dr. Jonathan D. Kaplan

***6 months for Crizal STD and EZ, 12 months for Alize, 18 months for Avance.**

****WE ARE NOT RESPONSIBLE FOR ANY GLASSES NOT PICKED UP WITHIN 90 DAYS FROM DATE OF SALE. ALL MONEY PAID WILL BE FORFEIT, GLASSES WILL BE DISMANTLED AND NO CREDIT WILL BE GIVEN FOR FUTURE ORDERS OR TRANSFERRED TO OTHER PATIENTS OR FAMILY MEMBERS****