



## VIOLET EYEWEAR

GO EVERY WEAR™

### **Warranty, Returns, and Shipping**

Prescription eyeglasses are custom made medical devices only useful for your eyes. Our staff and lab partners take great care in making sure that your eyeglasses are right for you. In the event that you are not completely satisfied with your new eye wear in the first 45 days, contact us and we will use the steps below to resolve the issue.

#### **See Your Best**

If you cannot see well out of your glasses, we ask that you work with the prescribing doctor and their staff to properly adjust the frame for best optics. If they are unable to improve vision with these steps it may be necessary to have a spectacle check with the prescribing optometrist.

#### **Love Your Frame Guarantee**

If you are not completely satisfied with your frame choice, you can change it within the first 45 days of delivery. We will exchange it for another frame in our selection of equal or lesser value. If you decide to go up in value, simply pay the difference. This option can be used once annually. Contact us, then ship the frame and lenses to us (tracking and insurance recommended). We will cover the cost of sending the new frame back to you.

#### **45-Day Warranty**

If your frame is damaged or broken, in the first 45 days, you can exchange it for a new frame of the same model. Your existing prescription lenses will be reused in the new frame. This option can be used once annually per purchase. Contact us, then ship the damaged frame and lenses to us (tracking and insurance recommended). We will cover the cost of sending the new frame back to you. This warranty does not cover lost items.

#### **365-Day Warranty**

For protection beyond the standard 45-day warranty, we offer 365-day coverage. For \$29.99 you can protect your frame and lenses from damage or defect for a full year. Frame only or lens only warranty \$19.99 when applicable. This warranty does not cover lost items.

#### **Skinny Lens**

Frame size and higher prescriptions can result in thicker lenses. Lenses can be remade with an upgrade to high index (thinner) lenses. Treatments such as edge polish can also

help lenses appear thinner. In some cases, it may be necessary to change to a larger or smaller frame. Differences in cost still apply.

### **Return Policy**

At Violet Eyewear, we want you to be completely satisfied with your purchase. If a product does not meet your expectations, please contact your Consultant within 45-days of delivery. Due to the custom nature of prescription lenses, prescription lenses cannot be refunded. If the customer is unsatisfied with lenses, all attempts will be made to satisfy the customer per our “See Your Best” policy (see above). However, if we are unable to meet your expectations lenses can be returned for store credit.

For a refund request not due to a manufacturer’s defect “Refund”, such as when you change your mind about a product and want a Refund on that product, we will not refund to you the shipping fee that you paid on your original order. We will only refund the price you paid for the applicable product and any taxes directly assessed on that product, as shown on your original sales receipt. We will not issue a Refund on any taxes directly assessed to you on these delivery charges.

We reserve our right to require you to first return the product to us at your expense before we issue you a Refund. We cannot issue Refunds on products that have been personalized, prescription lenses (except as noted in the first paragraph of this Return Policy), that are not in good and resalable condition in their original packaging or that were otherwise designated by us as nonreturnable, discontinued or seasonal.

If you do not have your original sales receipt, we reserve our right to refuse to honor your Product Exchange or Refund request. Upon further review by Violet Eyewear of your circumstances in these situations, and in our sole discretion if the conditions of this Return Policy are otherwise satisfied, we may provide you with a gift certificate in lieu of a Product Exchange or Refund.

Gift certificates cannot be exchanged for cash, and Violet Eyewear is not responsible for lost or stolen gift certificates. If you return an item you purchased with a gift certificate from Violet Eyewear, we will place the applicable Refund back on the gift certificate (less any applicable delivery charges and taxes, if applicable) and in accordance with our Return Policy.

If an item purchased as part of a promotion or sale that requires a qualifying purchase is returned and the qualifying purchase is no longer met, the pricing will be adjusted and you may be charged the full retail price of the remaining items.

If you have any questions about product Returns, discrepancies, back-ordered items or anything else, please contact your Consultant or the Violet Eyewear customer service directly. Your Consultant's information is included on your Hostess Summary and Guest Order Summary.

You may contact the Violet Eyewear customer service at **(614) 471-1621** or email: [info@violeteyewear.com](mailto:info@violeteyewear.com)

## **Shipping**

Shipping is 5% with \$8.50 minimum. This is used for all customer orders. To ensure a consistent experience, shipping is provided by UPS and USPS ground services with tracking and insurance.

Enrollment kits shipping is \$20 flat rate for the contiguous U.S. Due to the size and weight of the package, please contact us for shipping to Alaska, Hawaii, or outside of the U.S.