

Frequently Asked Questions



VIOLET EYEWEAR
GO EVERY WEAR™

Can I use my insurance?

Sorry, we do not accept insurance, but will provide you with an itemized receipt for you to submit for reimbursement

Do they have a warranty?

All our frames come with a 45 day warranty. You can extend it to a 1 year warranty if you like

Can I use my FSA or HSA?

Yes, eyeglasses are a medical expense

What if I don't have my prescription?

No worries, with your permission the company can contact your eye doctor to get a copy.

Hosting a Violet Experience is the best way to earn free or discounted eyewear. Generous Host Rewards!

Go to violeteyewear.com to get started!

How can I get a discount?

This looks like fun, how do I join?

How do I get my frames adjusted?

Unfortunately, your Ambassador can not adjust your frames. Please visit your local optical.

Can I put my prescription in my glasses?

Yes, with a valid prescription

How can I see and try on the frames?

Go to violeteyewear.com to use our virtual try-on

How soon will I get my eyeglasses?

Within 2 weeks of a completed order