













WARRANTIES



COATING MANUFACTURING DEFECT WARRANTY

			24 Months
			36 Months Industry leading Coating Warranty!



MATERIAL BREAKAGE WARRANTY*

	<i>We are so confident about PNX that we have a 24 months Warranty</i>
	
	
	
	12 Months





PHOTOCHROMIC PATIENT SATISFACTION WARRANTY*

	1 Month – if the patient is not completely satisfied with photochromic lenses, replaced with clear lenses in same index and coating and prescription into same frame Note: Transitions lenses must accompany the “Transitions Claim Form” and will be changed to clear lenses at no charge. All claims must be submitted with lenses.
	










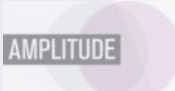


SINGLE VISION NON-ADAPTATION WARRANTY*

		<ul style="list-style-type: none"> • 2 Month non-adaptation warranty • Conversion to SV Free of Charge
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OFFICE LENSES NON-ADAPTATION WARRANTY*

	
 	<ul style="list-style-type: none"> • 2 Months from invoice date • Upgrade and pay in the cost variance or • Conversion to SV Free of Charge
 	
 	

PROGRESSIVE LENSES NON-ADAPTATION WARRANTY*

	<ul style="list-style-type: none"> • 2 months from invoice date • 100% credit on original when new order is invoiced • Conversion to BF or SV Free of Charge
 	<ul style="list-style-type: none"> • 2 months from invoice date • Upgrade and pay in the cost variance or • Conversion to BF or SV Free of Charge
 	
 	
 	<ul style="list-style-type: none"> • 2 months from invoice date • Upgrade and pay in the cost variance or • Conversion to BF or SV Free of Charge
 	
	

TERMS AND CONDITIONS OF WARRANTIES

- 1) All lenses in question must be assessed by Hoya Lens Expert.
 - 2) Indicative Warranty period will be calculated from invoice date.
 - 3) Warranty is not valid when lenses have been mishandled.
 - 4) Lenses in Coating or Material Warranty claim categories will be replaced with the same prescription, coating, tint and material into the same frame.
 - 5) Replacement orders under Warranty must consist of same prescription, material, colour and coating into the same frame to fall under warranty claim.
 - 6) Change in prescription, Pd, EP, seght, corridor length or frame do not fall under a Warranty claim. Changes in any of these items mentioned will fall under a re-do order.
 - 7) Non-Adaptation: 100% credit is only applicable when the traceability system procedure is followed, and a new order placed. The order in question will be credited and the new order will be charged for.
 - 8) The Lenses in question must be returned with frame for assessment.
 - 9) All coatings under warranty against de-lamination caused by manufacturing defect, not by scratches.
 - 10) A multi-focal non-adaptation upgrade is defined as; Amplitude to Summit, Summit to IDLSV+, IDLSV+ to IDMSV+
- An Office lens non-adaptation upgrade is defined as; AddPower/LectureB to TACT, TACT to WorkStyle V+