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EXCHANGE POLICY

Our goal is to provide you with the best vision possible. We expect you to be delighted with your eyewear purchase.

If you are unhappy with your purchased eyewear or lenses within 90 days from date of purchase, Winchester Vision Care will offer a restyle (new purchase/exchange) for a \$40 fee, one time, per valid prescription. If any options chosen in the restyle or remake exceed the initial payment, the patient will be responsible for the overage in cost. After 90 days from date of purchase, your purchase is final.

If you have chosen a progressive bifocal lens option and wish to change to a lined bifocal, there will be no refund on your progressive bifocal lenses. Winchester Vision Care endured the lab costs of having the progressive bifocal made. We will make the lined bifocal lens for the same selected frame at no additional cost to the patient as a replacement to the progressive bifocal lens. Progressive bifocal lenses do have to be returned to the lab in order for your replacement lined bifocal to be made.

Warranties depend on the level of frame or lenses purchased. All patients are notified at time of purchase and dispensing of eyewear (on your letter provided) if you have a warranty or not for your purchase.

If there are any further disagreements concerning eyewear chosen by the patient, we reserve the right to decline the opportunity to disappoint you again. We will provide you with a paper copy prescription to take to another eyeglass establishment. Our goal is to provide you with the best vision possible and we hope that you allow us to continue to provide your eyeglass needs.