



Buying glasses? Our purchase terms and conditions

Prescription Changes

If your prescription changes within six months of ordering your eyeglasses from our optical department, the lens will be updated to your new prescription at no additional charge to you.

Glasses

Upon ordering your glasses, a deposit of 50% of the estimated amount you will owe (after insurance if you have insurance coverage) is required. The balance is due when you pick up your new glasses.

New Progressive (no-line) Lens Wearers

If you are newly fit with progressive lens, it may take some time to adjust to the new type of lens. You have up to 60 days from date of order to wear your new progressive lens. If you are not comfortable with the progressive lens, we will refit you into a single vision, bifocal or trifocal design lens at no additional charge; there will be NO refund for any price difference.

Previously Worn Frame

Placing new lens in your current or old frame will be done at your risk. We use great care in the fabrication process, but breakage can and does occur. BayCare Clinic Eye Specialists is NOT responsible for breakage of your current or old frames.

Re-Style

In the event you are unhappy with your frame style selection, we offer a one time, 30-day exchange for the frame style and we will place the lens in the new frame free of charge. You will be charged for any increased cost of the new frame and NO refund will be issued for other price differences.

Warranty Replacement

Eyeglass frames and lens covered under breakage or scratch warranty*, include a one-time replacement for the warranted product that is valid up to one-year from date of purchase. This is not an unlimited replacement policy. The lens will be replaced with the original prescription and lens type.

Refund Policy

Any eyeglass purchases* may be returned within 60 days from the date of purchase for a full refund of the purchase price. *Frame must be in like new condition to be accepted for refund. No refunds will be issued after 60 days.