

ProCare Vision Center Eyeglass Guarantees

1 **100% Satisfaction Guarantee**

We guarantee you'll be 100% satisfied with the comfort, fit, vision and appearance of your new eyeglasses, or we'll remake them to your complete satisfaction within 90 days of purchase. If more expensive eyeglasses are ordered, you only pay the difference on the second pair.

2 **Quality Standards Guarantee**

Your eyeglasses meet or exceed standards of the American National Standards Institute for optical quality and impact resistance.

3 **12-Month Frame Guarantee**

If your frames (or any frame part) become damaged or broken during the first 12 months of ownership, we will replace them one time at no charge to you. Any additional replacements will be ½ regular cost. (Regular cost is without any discounts or third parties' discounts.) If identical frames are no longer available, we will try to find a suitable alternative. If the frame is more expensive, you only have to pay the difference.

4 **12-Month Lens Replacement Guarantee**

You may replace broken lens(es) one time during the first 12 months of ownership at no charge to you. Additional replacements are at ½ regular cost. Scratched lenses may be replaced any time at ½ regular cost during this period. Third party plans are normally at 1/2 regular costs.

5 **Lost Eyeglasses**

We will replace one time at ½ regular cost during the first 12 months of ownership.

6 **Lifetime Care Guarantee**

You may have your eyeglasses adjusted and cleaned anytime at no charge to you.

7 **Price Guarantee**

If within 90 days of the purchase of your frame and/or lenses you find the same frames or lenses in stock at any other facility at a lower price, we will refund the difference. Please present a written estimate or advertisement.

8 **Multiple Pair Discount Guarantee**

If you order two or more pairs of complete eyeglasses or sunglasses, we'll deduct 25% off our regular fees for the second pair and 30% off additional pairs of eyeglasses of equal or lesser value. Must be for the same person and purchased at the same time. Not valid with some third-party plans or other discounts.



ProCare Vision Center®

Personalized eye care from trusted professionals®

740-587-3937

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Important Information About Your Eyeglasses

Important Information

Your eyeglass lenses meet or exceed standards of the American National Standards Institute (ANSI), but they are not unbreakable or shatterproof.

If struck with sufficient force, your lenses can break into sharp pieces that can cause serious injury to your eyes or even blindness. Even if the lenses do not break, the force of the impact may cause the lenses or spectacle frame to come into contact with your eye or face and thus cause injury.

The continued impact resistance of your lenses depends on how well you protect them from physical shocks and abuse. For your own protection, scratched or pitted lenses should be replaced immediately. Damaged frames should be repaired or replaced immediately.

Safety Precautions

If your occupational or homework activities expose you to the risk of flying objects or physical impacts, your eye safety requires special industrial safety spectacles and likely with side shields.

Sports Eyewear

Many sports present unique eye safety risks. The standards for such eyewear vary according to the sport for which they are designed, so it is important to tell us how the eyewear will be used.

Impact Resistance

For tasks requiring impact protection, polycarbonate or Trivex lens materials should be used. Of all the materials that lenses can currently be made from, polycarbonate and Trivex are the most impact resistant.

Also of note is that glass lenses are, by far, the most likely to shatter and thus the least impact resistant. The shatter resistance of other lenses fall between glass lenses and Trivex or polycarbonate.

Your Lenses are made of:

- Plastic
- Trivex
- Polycarbonate
- High Index _____
- Glass

Cleaning Instructions for Lenses

Lenses should be rinsed first with water. Next finger rub with a mild soap or dishwashing detergent and then rinse with warm water. After shaking off excess water, you may also spray lightly on both sides with ProCare approved spray cleaner to remove stubborn fingerprints, oily deposits and eliminate streaking of lenses. Dry with a soft clean cloth. (Caution: many tissues and paper towels can cause scratching of lenses.)

**Your
New
Eyeglass
Lenses
and
Frames...**



ProCare Vision Center®

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Patient name

Eyeglass purchased on

Staff name



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