



# Credit and Return Policy

## ONE-TIME REDO POLICY

All surfaced lenses will be permitted a one-time redo at no charge, without the need to return lenses as long as the following conditions are met:

The redo must be submitted within 60 days of original jobs completion. The redo will cover all but phone errors and canceled jobs. Invoice/RX numbers are required in order to track the original job and to verify the new information. MH has the right to decline a one-time redo if an account is misusing this policy for second pairs, other patient jobs, having unusually high error rate and insufficient payments. It is encouraged that redoes are submitted through the online form or a \$5.00 research fee will be issued.

All surface orders may be redone one time at no charge if received within 60 days. Reasons include:

- Prescription and/or measurement changes
- Scratches - 1 year from receive date
- Change of lens type and/or
- Ordinary wear-and-tear on AR coating - 1 year for standard coating from receive date, 2 years for premium coating from receive date
- Progressive non-adapt

Original invoice number must be provided with re-order:

- If not provided, a \$5.00 fee will be applied to search for original invoice number
- If no original invoice number is located, redo will be declined

\*If the redo is a prescription change or change of lens type/or material and the invoice price is higher than the original, then the redo will be billed and a credit will be issued for the original job (ex. changed from clear SV to Transitions SV).

\*If the redo is a prescription change, we may ask that lenses be returned if the new sphere and/or cylinder power differs by more than +/- 2.00 diopters from original. Credit would be applied upon receiving returned lenses.

In the event of a lab error the 1<sup>st</sup> redo will be processed at no charge, however, on any subsequent remakes the lenses must be returned for inspection and a credit will be applied once the lab error was determined. Lab error is defined as an order being received with the following:

- Scratches
- Coating defect
- Prescription and/or measurements out of ANSI standards
- Incorrect color on photochromic, polarized, or tinted lenses
- Incorrect or defective tint
- Missing AR, tint, or other add-on
- Data-entry mistake

## STANDARD POLICY

### FOR SUBSEQUENT, NOT REDONE, OR NON ONE-TIME POLICY JOBS

Jobs or redoes older than 4 months after the original order will not receive any credit. Scratch and AR defects excluded.

All credits and returns will be returned to MH Optical Labs via a traceable delivery service as early as possible; we cannot assume responsibility for items that are not received. The RX will be processed at full price and a credit will be issued upon receipt of the original lens and invoice. Please keep an eye on the calendar, as credits received within the last 5 working days of the month cannot be guaranteed to be on the current billing statement.

Call in fees and freight charges are excluded from all credits under company policy. Also, if a return is missing the original invoice number, a \$5.00 research fee will be applied.

**PROGRESSIVE NON-ADAPT:** In the event a customer is unable to adapt to the progressive lens within 60 days, we will credit you for the price of the lens if a replacement non-progressive lens, or a different progressive lens/brand is ordered. Credit is for the price of the lenses only, no credit will be given for edging, tinting, or other charges. If the credit requested is for non-adapt and the job is not done with MH a \$10 surfacing fee is charged. One non-adapt replacement permitted per patient/job. If subsequent non-adapt jobs are claimed, or beyond the 60 day requirement a 25% credit will be issued.

Non-adapt does not apply to Single Vision or Flat Top lenses. Single Vision and Flat Top lenses are only subject to 25% credit for any Doctor RX changes or one-time redo if applicable.

**SCRATCH COAT WARRANTY:** A one-time replacement of lenses under normal wear and tear is covered for one year per patient. For full credit on the entire invoice, return scratched lenses along with the original invoice. If the job is not redone, a 25% credit will be. Scratch warranty is good for one year with one time replacement per patient.

Any damages or scratches beyond normal wear and tear will be issued a 25% or no credit at operator's discretion.

**AR COATINGS:** All AR is warranted for 1 year. Premium AR's are warranted for 2 years. Premium AR includes: Granite, Carat Advantage, and all Crizal coatings. If not redone a credit of 25% will be issued. Defects returned within 60 days may fall into lab error and receive a full credit.

**DR. REDOS/DR. RX CHANGE/FRAME CHANGE:** If a Doctor requests a redo or RX change the lenses must be returned with original and redo invoices within 60 days and we will issue a 25% credit for the first change.

**LAB ERRORS:** MH will issue 100% credit on errors if lenses are returned within 60 days (ANSI Standards Apply). Lab Errors cover any defects and errors that happened in the lab.

Examples of errors are off-power, won't cut out (assuming accurate frame measurements were given on uncut orders), edging errors (decentration, off axis, lens size, etc.), pits, scratches, defective AR, or other lens defects that originated in the lab.

Lab errors will receive full credit. If inaccurate information was given by the customer (ex. wrong patient or frame measurements) a 25% credit will be issued.

Note: lab errors fall into the one-time redo policy, but any subsequent redoes related to lab errors must be sent in for evaluation to the lab to receive the full lab error credit. If it is determined the error is not at labs fault, or not returned a 25% courtesy will be issued.

**VSP:** All VSP jobs that meet VSP qualifications are eligible for a one-time redo within 6 months of the original job. Any upgrades in a redo are billed the difference from the original order. VSP redo policy can be found on our website policy section or VSP's own website.

**CUSTOMER EDGING ERROR:** All lenses edged by the customer get a one-time redo. Subsequent redoes will receive a 25% credit for edge error on the customer's end. If not redone, a 25% credit can be issued. Be sure to inspect the lenses upon arrival before edging them and return the lenses if they are defective.

**NO REASON:** If no reason is given only 25% credit is to be issued if no reason is given, or there are no lenses or invoices are returned. The 25% credit will be issued if the job is redone or the credit issuer deems it deserved or appropriate. MH has the right to decline a credit if the request is misusing the credit and return policy.

**PHONE/FAX ERRORS/REMOTE ENTRY:** Errors made on the customer's end where a mistake is made through phone, online or fax when ordering will receive a 25% credit.

Our policy is to read back all phone orders. Please listen carefully when this is done. Remote entry errors don't fall under the one-time redo policy.

MH has the right to decline a credit if the order was placed incorrectly by the customer. We also reserve the right to listen to a recording of the phone call in question.

**DUPLICATE JOB:** This policy covers jobs ordered more than once. This policy includes orders through phone, fax and online. Duplicate jobs will receive a 25% credit. If the duplicate occurs on the lab's end (ex. we bill and process a job twice and it is not the customer ordering twice) the job will fall under lab error and full credit will be issued.

**CANCELED LAB JOBS:** 100% credit will be issued on the job if it is canceled before the lens is generated. If canceled after the lens is generated, a 25% credit will be given.

**RECEIVED WRONG LENSES:** If the account received the wrong lenses from what was ordered then a 100% credit will be applied under lab error. If lenses are, in fact, what is on the original order, then the account will get a 25% credit.

**WRONG RX:** If lenses are sent back stating they received the wrong RX, the lab will check the lenses power. If RX is off power it is the lab's fault and 100% credit will be issued. If the RX is correct a 25% credit will be issued. This does not cover customers entering the wrong RX and the job is processed as ordered.

**STOCK LENSES:** Accounts will receive 80% credit with a 20% restocking fee on returned stock lenses that are uncut and still usable and in original packaging.

If lenses are returned defective, the standard scratch and AR warranties may apply depending on the brand.

Please inspect lenses before edging. If already edged the credit may be denied or a 25% courtesy may be issued upon inspection.

**PATIENTS OWN FRAMES & LENSES:** Patient's frames and lenses will be handled with care, however we are not responsible for breakage of any frames. New frames are to be covered by the manufacturer warranty. In the unlikely event that a frame gets lost in the lab or leaving the lab, we will credit for the cost of the frame but it is the customer's responsibility to reorder the frame.

**FREIGHT/CALL IN FEE:** No credits are to be issued for freight or call in fees.

**NO REASON GIVEN/AS ORDERED/DUPLICATE:** If job is redone it will fall into the one-time redo. If not redone will be left up to the lab to determine credit. A 25% credit will be issued out of courtesy if lenses match and are not beyond 4 months. If the return policy is believed to be misused, no credit may be issued. Regarding duplicates, if it's the customer's error, a 25% credit is issued, if determined to be lab error and is not the order being placed twice, a full credit may be issued.

## PAYMENT POLICY/NOTES

MH Optical Labs accepts three forms of payments.

1. Check
  2. ACH (bank transfers). Requires proper documentation to be provided. Please contact customer service.
  3. Credit/debit cards. A 3% convenience fee will be charged on any payments made by card, this is done to offset the 2.5-3.5% fee we pay to the credit card companies for transactions.
- If payment is not received after 90+ days it could lead to loss of special pricing, discounts, and/or access to the one-time redo policy.
  - Regardless of pending credit status, bills should be paid by the due date. Any pending credit will be issued in the next billing cycle. Credits are not a replacement for the balance on the bill. Any past balances from 30+ days are encouraged to be paid immediately. Any disputes can be reported to customer service or the administrative office for review and resolution. Simple inquiries or disputes can be emailed to [mhcreditdepartment@gmail.com](mailto:mhcreditdepartment@gmail.com). Please be sure to provide your account number, invoice and/or RX number, patient name and reason for credit or issue when contacting the lab.
  - If an account falls into the 120+ day column the account is immediately placed on hold. A hold may be issued for 90+ days as well, but is left to the discretion of the lab.
  - Freight & call in fees will not be credited and freight fees will still apply to invoices billed at \$0 if applicable.
  - Special exceptions may be made by salesmen depending on the circumstances.
  - Submitting redo's online can be done through our website's online Redo Form. Redo will be done and billed appropriately. This method is encouraged to avoid the \$5.00 research fee for called in redoes.
  - If redo are simply submitted through the standard online order portal we won't be aware that the job needs to be credited. If redo is placed through here, customer service or the [mhcreditdepartment@gmail.com](mailto:mhcreditdepartment@gmail.com) email will need to be contacted/notified.
  - Feel free to direct any credit inquiries to our [mhcreditdepartment@gmail.com](mailto:mhcreditdepartment@gmail.com) email, customer service, or office and we will be happy to help.

Our hassle-free redo policy is a privilege and we can remove it from an account at any time and for any reason, including: abnormally high return rate (excluding lab errors), insufficient payments to bookkeeping, and/or abusing the policy. Those accounts would then be required to return lenses and lose the one-time redo policy.