



# Credit and Return Policy

## ONE-TIME REDO (OTR) 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:
  - Redo order submitted within 60 days of receiving the original job.
  - Original order was done in-house by MH.
    - Out-sourced work is **not** eligible for OTR
      - Examples of out-sourced work are:
        - Glass lenses
        - High-Rx specialty lab
        - Crizal Opti-Fog
        - All Varilux, EyeZen, and other Essilor lenses in 1.74 material.
          - We will reflect the credit given by outsourced lab.
  - Account is in good financial standing with MH Optical
- All eligible surface orders may be redone one time at no charge for reasons that include:
  - Prescription and/or measurement changes
  - Scratches
    - Eligible for 1 year from receive date
  - Change of lens type or color
  - Ordinary wear-and-tear 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 order is located, redo will be treated as a new job.

## Disclaimers and Fine Print

- If the redo is an upgrade the job will be charged the difference instead of being billed at \$0.00
- We may ask that lenses be returned if the Rx changes by more than +/- 2.00 diopters on sphere and/or cylinder from original
  - Credit would be applied upon receiving returned lenses
- Subsequent remakes require lenses must be returned for inspection
  - Subsequent remakes may receive a 25% courtesy credit unless Lab error was determined, then a full credit may be applied at Labs discretion.
  - Lab error is defined as being received with:
    - Scratches
    - AR defect
    - Rx, PD, or Seg. Height out of ANSI Standards
    - Incorrect color or style
      - Tint color
      - Polarized color
      - Photochromic/Transitions color
      - Photochromic/Transitions type
      - AR type
      - Tint type
    - Missing add-on
      - Tint
      - AR
    - Data-entry error
    - Wrong lenses received
    - Uncut lenses not cutting out, if accurate frame measurements were given
  - Subsequent remakes that are **not** determined to be MH lab errors will be processed according to the Standard Policy below
- Outsourced work must be returned and will be credited according to the credit policy of the other lab
- All remakes not eligible for OTR will be subject to 25% credit under the standard policy

## STANDARD POLICY

For Subsequent Orders, Orders without a Remake, and other Non-OTR Jobs

- Lenses must be returned to the lab within 3 months of receiving the order
  - Exceptions are scratches and AR defects
    - 1-year scratch warranty on all surfaced lenses
    - 1-year AR warranty on Basic AR Coats
    - 2-year AR warranty on Premium AR Coats
- Account is responsible for ensuring lenses arrive at MH
- Please label clearly as credit returns so they are not confused with new orders

### Lab error

- Full credit will be applied if lab error was determined.
- Lab error is defined as being received with:
  - Scratches
  - AR defect
  - Rx, PD, or Seg. Height out of ANSI Standards
  - Incorrect color or style
    - Tint color
    - Polarized color
    - Photochromic/Transitions color
    - Photochromic/Transitions type
    - AR type
    - Tint type
  - Missing add-on
    - Tint
    - AR
  - Data-entry error
  - Wrong lenses received
  - Uncut lenses not cutting out, if accurate frame measurements were given
- Tinted AR & Photochromic jobs don't fall under lab err.
  - Tint washes out in AR process, and Transitions not designed for tint.

## **Non-Adapt Policy**

- Non-Adapt is for progressive lenses only
- Eligible returns will receive a 25% credit
- Must be replaced with a different progressive design or a non-progressive alternative
- Credit will be given on the original invoice

## **Scratches**

- Surfaced lenses gets a one-time replacement for scratches
- Full credit will be given on the entire invoice
  - If job is not redone, a 25% credit will be issued
- No changes can be made to the order
- Scratches must be normal wear-and-tear
- Additional remakes will not receive credit
- Scratches count towards the OTR policy.

## **AR Warranty**

- 1-year AR warranty on Basic AR Coats
  - ARP
  - SET
- 2-year AR warranty on Premium AR Coats
  - Granite
  - Carat Advantage
  - All Crizal
- Eligible returns will be redone in accordance with our credit policy & appropriate credit will be applied on original job
- 25% credit will be given if no redo is made
- Prescription must be the same, but AR coating can be upgraded.

## **Prescription, Measurement, and Frame Changes**

- May receive a 25% credit if within 3 months

## **Outsourced**

- work must be returned and will be credited according to the credit policy of our partner lab
- Outsourced work includes Glass, Optifog, Essilor/Varilux 1.74 lenses.

## **Customer Edging Errors**

- May receive a 25% credit

## **VSP Remakes**

- VSP orders will be subject to VSP's remake policy
- Please check with VSP or [www.MHOptical.com](http://www.MHOptical.com) for the latest VSP rules regarding remakes

## **Phone Errors**

- It is our policy to read back all orders given over the phone
- Credit will **not** be issued for wrong information given to MH optical customer service.

## **Remote Ordering Errors/ Duplicate Orders**

- Credit will **not** be issued for wrong information entered on our online ordering page
- Exceptions will be made if technical glitch is determined.
- A courtesy Credit of 25% will be issued for duplicate orders.

## **Cancelled Orders**

- Full credit will be given only if a job can be cancelled and stopped before reaching the before lens processing occurs
- All other cancellations will receive a 25% credit

## **Stock Lenses**

- Unused lenses will be subject to a 20% restocking fee
- Not applicable if out of original packaging
- Scratch and AR warranties only apply to Uncut lenses. Please inspect the lenses before edging and return if defective.

## **Customer-Supplied Frames**

- All customer frames should be covered by the frames manufacturers warranty.
- We are **not** responsible for breakage of frames
- MH has the right to decline any frame that is determined to be in poor condition

## **Returns made after 3 months are not eligible for credit**

- Exceptions are scratches and AR defects
- No credits are to be issued for freight.

## **Additional remakes**

- Additional remakes not determined to be lab err, no or partial credit will be applied.

### **tints on Photochromic & AR jobs**

- Tinting Photochromic/Transitions lenses is not advised. Such lenses aren't designed for tints and MH Optical is not responsible for density. Doing so voids any tint related credits.
- Tinting AR jobs we can not guarantee density. Some of the tint washes out in the AR process. Any tint related credits are void.
- Tinted AR jobs voids AR warranty. Due to the tints effect on AR adhesion the warranty is void and will not be honored.
- We advise pretended blanks, polarized, or photochromic lenses for sun wear with AR coating to not void the Warranty.

### **Insufficient payments and lab volume**

- Low lab volume & insufficient payments may result in removal of OTR program
- Accounts must do 1,000 dollars a month in business to qualify for our OTR program.