



Credit and Return Policy

ONE-TIME REDO (OTR) POLICY

All surfaced lenses will be permitted a one-time redo at no charge as long as the following conditions are met:

- The redo must be submitted within 60 days of original jobs invoice
- The original order must have been processed in-house by MH Optical Labs
- Account must be in good standings* with MH Optical Labs

OTR Reasons:

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

Orders that were out-sourced are not eligible for our OTR Policy. We will reflect the credit given by our partnered lab. These items include:

- Glass Lenses
- Specialty Jobs
- Optifog
- Varilux lenses in 1.74 material
- Select Mirror lenses

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.

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 will be applied upon receiving returned lenses.

All non-OTR eligible remakes will fall under the standard policy.

*An account in good standings must do at minimum \$1,500/month of business with MH Optical Labs, be within 60 days of payments and have a return rate lower than 7.5%



STANDARD POLICY FOR SUBSEQUENT OR NON ONE-TIME POLICY JOBS

All credits and returns must be returned to MH Optical Labs within 3 months of receiving the order. When sending returns to MH Optical, please use a traceable shipping method. MH Optical Labs is not responsible for frames, lenses and returns that are lost in shipment.

LAB ERRORS: A full credit will be issued for lab errors.

SCRATCH COATING WARRANTY: A one-time replacement of lenses is covered for 1 year from receive date. Replacement must have no changes to the RX or material.

ANTI-REFLECTIVE COATING WARRANTY: A one-time replacement of lenses is covered for 1 year on standard AR coatings from the receive date and 2 years for premium AR Coatings from the receive date. Premium coatings include Granite, Steel, and all Crizal Coatings. Replacement must have no changes to the RX or material.

OUT-SOURCED WORK: Orders that were out-sourced must be returned and will be credited to reflect the credit given by our partnered lab. These items include:

- Glass Lenses
- Specialty Jobs
- Optifog
- Varilux Lenses in 1.74 material
- Select Mirror lenses

VSP: VSP redo policy can be found on our website policy section or VSP's own website.

PATIENTS OWN FRAME & LENSES: Patient's frames and lenses must be sent at patients own risk. They will be handled with care, however we are not responsible for breakage.

STOCK LENSES: Please inspect lenses before edging. Credit will only be applied if lenses are uncut and in the original packaging.

FREIGHT: No credits are to be issued for freight.

CUSTOMER ERRORS: All customer errors that do not qualify for the OTR will receive a 25% credit.

CANCELLED ORDERS: A full credit will be issued if cancelation happens before the lens processing, otherwise a 25% credit will be applied.

Tints on Photochromic, AR and Polarized lenses void any related credits and warranties due to their incompatibility.