



# 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 no original order is located, redo will be treated as a new job.
- All MH supplied frames are guaranteed for up to 60 days by MH in accordance with our OTR policy. Any frames returned after 60 days will be subject to frame manufactures own policy which is only for manufactures defect, not wear and tear, or abuse. We will reflect any credit they would apply.

## Disclaimers

- If the redo is an upgrade the job will be rebilled and the original invoice will be credited
- 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
- Any MH frames supplied on subsequent remakes will be charged. MH guaranties a frame sale for 60 days in OTR 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
- Jobs will be rebilled and credit will be given on original invoice once lenses are returned.
  - If job is not redone, a 25% credit will be issued
- No changes can be made to the order, and original lenses must be returned.
- Not normal scratches voids the warranty
- 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 rebilled & appropriate credit will be applied on original invoice. Original lenses must be returned
- 25% credit will be given if no redo is made
- RX must be the same, any upgrades will be billed and credit applied to the original invoice.

### **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, Polarized 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 do Warranty pretended blanks, polarized, or photochromic lenses for sun wear with AR coating.
- Tinting Photochromic lenses voids the AR warranty

### **MH Supplied Frames**

- MH offers frames from multiple manufactures. Our policy has been to honor the manufacturers warrantees which allows replacement due to defects in materials.
- Manufacturers do not accept return of frames that have been abused. Damaged from accidental breakage (i.e. sitting on frames, chewing on frames, children twisting frames. Etc) is not covered by their "Frame Warranty"

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

- Low lab volume & insufficient payments may result in removal of OTR program
- Accounts must do 1,500 dollars a month in business to qualify for our OTR program.