

Alabaster Eye Care

Eyeglasses Return Policy

EYEGLOSS LENS RETURN POLICY

Alabaster Eye Care promises to make your new glasses exactly as prescribed. Our opticians are experts in filling eyeglass prescriptions and use only the highest quality lens materials. Glasses are custom made specifically for you and therefore cannot be returned for a refund. Glasses can be returned for reworking if they are defective or if the lab makes an error. Original lenses must be returned for all lens remakes.

OUR PRESCRIPTION GUARANTEE

We guarantee your new lenses will be made to the prescription provided and free from defects in material and workmanship. All of our lenses comply with the regulations put forth by the American National Standards Institute for ophthalmic prescription lenses.

DOCTOR'S PRESCRIPTION CHANGES

Eyeglass lenses for your frames are custom made specifically for you and therefore cannot be returned for a refund. We guarantee your glasses will be made to the prescription provided by your doctor or they will be remade at no charge to you. For prescriptions provided by outside doctors, if your doctor changes your eyeglass prescription within 30 days, we will remake your lenses at a discount. Discounts are determined on a case-by-case basis and are usually between 35-50% of the original purchase price. Original lenses must be returned for all lens remakes.

PROGRESSIVE NON-ADAPT POLICY

If you are unable to adapt to the progressive lens design, our non-adapt policy allows for a one-time replacement of progressive lenses within 30 days of the original order at no additional cost to you. Original lenses must be returned for all lens remakes. Remakes must be done using the customer's original prescription.

CONTACT LENSES

Contact lenses may not be returned for a refund.