

Indiana University School of Optometry

Eyewear Warranty

A. Limited Warranty Information on Lens Materials, Coatings, and Frames

1. All manufacturer warranties are subject to change without notice
2. All replacements and warranty dates are from the ORIGINAL DATE OF ORDER. Any exception to this policy must be approved by the Clinic Operations Manager.
3. We do not have a “money-back guarantee” policy. Cash/credit refunds are approved only in exceptional cases by the Clinic Operations Manager.
4. The warranty does NOT apply to stolen or lost materials. It only covers manufacturer’s defects or any damage prior to dispensing. Our products are carefully inspected before dispensing. If they do not pass inspection, you will be informed and a remake will be ordered at no additional cost to you.
5. Pet destruction, paint residue or similar occurrences will void all warranties.
6. Sales of non-prescription eyewear are final, no refunds or exchanges except under manufacturer’s warranty. Please consult our staff opticians.
7. If you have vision or health insurance that covers frames, lenses, or contact lenses, please read the insurance information carefully. It is your responsibility to be knowledgeable regarding policies and co-pays. Our staff may assist with determining eligibility.
8. If your insurance requires use of its own lab, the lab’s warranty policy may supersede IUSO warranties. Consult your member benefits or ask our staff opticians for details.

B. Warranted Materials/Lens Styles

1. High index and polycarbonate lenses are warranted for routine scratches for one year and peeling for two years from the original date of purchase —one replacement per original invoice. Changes in frame style are not included under the warranty.
2. Regular, non-AR coated plastic lenses have no scratch or peel warranty. You may purchase a non-scratch warranty that covers scratching or peeling. See our staff opticians for details.
3. Mirror coatings and other specialty coatings not mentioned above will be based on availability and dependent on the supplier’s policies for replacement and remake. See note on Specialty Orders below.
4. Progressive multifocal lenses may be warranted for either 90 days or one year for “non-adapt” depending on the lens manufacturer. Consult our staff opticians for details. Changes in frame style or lens materials are not included. We do not offer a refund or credit in case of non-adaptation to progressive lenses.

C. Limited Warranty on Frames

1. Optical frames are normally warranted for one year from the frame dispense date.

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2. Certain frames do not carry a warranty. Please ask our staff opticians before finalizing your decision.
3. Frame warranty is limited to defects in manufacturing.
4. Pet destruction, paint residue, and similar destruction will void this warranty. Frame must include all original parts.
5. Frames replaced under manufacturer's warranty will be replaced with an identical frame style. If the frame style is no longer available, a frame from the same manufacturer will be substituted.

D. Remakes

1. We make every effort possible to provide our patients with a superior product, however, we do not offer a "money back" guarantee.
2. Remakes at no additional cost will be honored in case of:
 - a. Inaccuracies in prescribing by IUSO clinics for 90 days from the date of receipt from IUSO eyewear centers. This must be reported and verified within the period of 90 days from the date of the order; changes in frame styles or lens material are not included.
 - b. Non-adaptation to a prescription from IUSO clinics for 90 days from the date of the receipt from the IUSO eyewear centers. This must be reported and verified within 90 days from the date of the receipt; changes in frame styles or lens materials are not included.
 - c. In the event a customer presents a prescription from a doctor not in the IUSO system and purchases eyewear, IUSO will remake the lenses at no charge one time. Remakes will be honored for 90 days from the customer receipt of the lenses.
3. For Progressive Lenses: If a patient is unable to adapt to a progressive addition lens, we will provide replacement bifocal or trifocal lenses at no additional cost to the patient; alternatively, a patient may instead choose two pairs of single vision (distance and near) where lenses for both pairs will be at no additional cost. However, the patient must purchase or provide the second frame for this option. Changes in frame style or lens material are not included.

E. Specialty Orders

1. Lenses with high prescriptions, drill mounted lenses, and other specialty coatings may take longer than average to fabricate. Thus, there may be some delay in dispensing. Consult our staff opticians for details.