

REPAIR AND REPLACEMENT POLICIES - 5/1/10

Policies (Cancellations, Rx Changes & Lab Remakes)

Davis Vision is committed to providing quality service and 100% customer satisfaction. All materials that are supplied by Davis Vision's wholly owned ophthalmic laboratories are covered under the following repair and replacement policies.

Coverage periods are based on the dates associated with the initial dispensing of eyewear. Any replacement materials that may be supplied will be covered for the remainder of the original coverage period.

Davis Vision may request the return of the original pair of eyeglasses, frames or lenses, including uncuts, prior to the processing of the redo order.

Lens Coatings

- **Scratch Protection Plan**

For a period of one (1) year, from the original date of dispensing, any scratched lenses that were originally purchased with a scratch protection plan co-pay or which are covered-in-full for the scratch protection plan by the group's benefit design, will be replaced with new lenses of the same material, style and prescription, at no charge.

- **Anti-Reflective Coatings**

For a period of one (1) year from the original date of dispensing, all lenses that have had an anti-reflective (AR) coating applied and which is peeling or crazing, will be replaced with new AR coated or uncoated lenses (member choice) of the same material, style and prescription, at no charge. Note: This ARC replacement policy does not cover scratches.

Davis Vision's AR replacement policies/coverage periods may differ from other retail or manufacturers policies. Davis Vision's adherence to the one (1) year period is based on the normal benefit coverage period, which would entitle a member to another exam and whole new pair of eyewear each year, as opposed to the replacement of just lenses.

Scratched, AR coated lenses will be replaced, only if the scratch protection co-pay was paid or covered-in-full by the group's benefit plan design at the time of original order.

Patient Changes

- **Frame Style, Lens Style and/or Lens Material**

For a period of thirty (30) calendar days from the original date of dispensing, any pair of eyeglasses may be returned to your Davis Vision provider for changes to the Davis Vision Collection frame and/or lenses selected.

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Provider Changes

- **Change of Prescription**

A Davis Vision provider may make any prescription changes necessary to ensure the best possible vision for a period of either ninety (90) calendar days for eyeglasses or thirty (30) calendar days for contact lenses – both based on the original date of dispensing*.

- **Non-adaptation to Progressive Addition (No-Line Bifocal) Lenses**

For a period of sixty (60) calendar days from the original date of dispensing, progressive lenses may be returned for replacement with conventional single vision, bifocal, or trifocal lenses. Note: Any member copayments associated with selection of the original progressive addition lenses will not be returned.

Patient Supplied Frames or Lenses

Davis Vision also provides lab services for those orders where some portion of the materials are supplied by the patient. We will not accept responsibility or liability for either frames and/or lenses supplied by the patient, including loss or damage.

Davis Vision will make every effort to provide new lenses to a member's existing frame. However, should the previously used frame break, it will be the member's responsibility to select another frame – either from the Davis Vision Collection at prevailing co-pays (if applicable) or from the provider's selection, at the member's own expense.

Effective: May 1, 2010.

Provider Supplied Frames

In the event Davis Vision damages or loses a new, provider supplied frame, we will make every attempt to provide a replacement at no cost, without involvement of your office. If the frame cannot be replaced by us, Davis Vision will reimburse your office for the cost of the replacement frame, as originally invoiced to your office by the frame manufacturer or distributor. A copy of the invoice must be faxed or emailed to Davis Vision before the refund will be processed. Davis Vision will not reimburse the retail price for the frame. If the invoice is not available, the maximum refund Davis Vision will pay will be the Manufacturer's suggested wholesale price.

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Materials Replacement

- **Breakage Warranty for plan supplied frames and/or lenses**

All eyeglasses provided by Davis Vision laboratories are warranted against breakage for one (1) year from the original date of dispensing. This applies to all spectacle lenses and Davis Vision Collection frames. Replacement materials identical to those originally ordered will be supplied at no cost if your materials should break within the warranty period.

- **Allergic Reaction to Plan Supplied Frames**

Within the first ninety (90) days from the original date of dispensing, Davis Vision will provide a new complete pair of eyeglasses in an alternate frame at no charge.

Uncut Lens Policies

A one (1) time remake of uncuts, due to provider finishing errors, will be honored at no charge. All subsequent provider remakes on uncut orders will be billed through our Excel Advantage (EA) program. If not already on file, credit card information must be provided to our EA Department in order for uncut remakes to be processed. If additional uncuts are to be supplied, Davis Vision will charge a fixed fee for each additional pair.

**Date of dispensing is considered to be 10 days from date eyewear is shipped from laboratory.*