

**Eyewear Repair and Replacement Policies (Effective 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/original 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, prior to the processing of the redo order.

**Lens Coatings- (Applies only to routine/dress eyewear)**

- **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 antireflective (AR) coating applied and which is peeling and 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.

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

**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-adaption of 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 co-payments 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 expense.

**Materials Replacement- (Applies only to routine/dress eyewear)**

All plan eyeglasses come with a breakage warranty for repair or replacement of the frame and/or lenses for a period of one year from the original date of dispensing. The warranty applies to all plan covered spectacle lenses, Davis Vision Collection frames and national retailer frames (where the Davis Vision Collection is not displayed). 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.

\* The date of dispensing is considered to be 10 days from the date the eyewear is shipped from the laboratory.