

Davis Vision is delighted to introduce the ability to submit remake orders, where no changes are required, online. This new feature will save your business time and speed delivery by enabling you to electronically submit your remake orders any time.

Remake Instructions

1. To take advantage of this new functionality, simply go to the menu on the top left-hand side of your screen and select "Orders". From there, select "Remake Order" and enter the existing invoice number or authorization. You will then be able to request your remake order.



2. You may find the previous order by the invoice number or authorization number and clicking Continue. If there were multiple pairs of glasses placed on one authorization number, be sure to indicate the pair number.

Remake Existing Order
Remake Help

Select Order By: Invoice Number:

Authorization Number: - Pair Number:

[Continue >>](#)

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3. Then, select the appropriate reason the glasses are required to be remade and click Continue:

Remake Existing Order
Remake Help

Remake Reason: Choose Remake Reason ▼

If the remake reason is not listed above, please contact Davis Vision at 1-800-888-4321 to place your remake order.

[<< Back](#)
[Continue >>](#)

4. Confirm the materials that require to be remake:

<p>Please select the eyewear material that needs to be remake:</p>	<input checked="" type="radio"/> Complete Remake Order (Frames and Lenses) <input type="radio"/> Remake Frames Only
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5. If applicable, indicate if you will send the frames back to the Davis Vision Laboratory and then click Continue:

<p>Will you send the frames back to your Davis Vision primary laboratory for insertion of new lenses?</p>	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="button" value=" << Back"/> <input type="button" value=" Continue >>"/>	

6. Finally review the Order Summary and submit the remake order and a new invoice number will be generated!

Following are the type of remake orders and the description of each type:

Incorrect Frame	The frame you received does not match what was ordered on your invoice
Incorrect Lenses	The lenses you received does not match what was ordered on your invoice
Off Axis	The order you received has a axis measurement, which does not match what was ordered on your invoice
PD Off	The order you received has a pupillary distance measurement, which does not match what was ordered on your invoice
RX Off	The order you received has a prescription measurement (sphere, cylinder, or add power), which does not match what was ordered on your invoice
Segment Height Off	The order you received has a segment height measurement, which does not match what was ordered on your invoice
Lenses Edged Too Small/Too Large	The lenses you received does not fit into the frame appropriately; please note the frames must be returned for this type of remake reason
Vertical Imbalance/Prism Error	There is a vertical imbalance in the lenses, or the prism in the lenses is incorrect
Lenses Received Scratched	The lenses which were received were scratched prior to dispensing to the patient; there is a 10 day time period for this remake reason

Table Continued

Right and Left Lenses Reversed	The order you received has a prescription with the left and eye specifications reversed
Frame Warranty	The plan frame has broken within the warranty period
Scratch Replacement	The plan lenses have been scratched within the warranty period; please note the patient is required to pay any applicable scratch coating co-pay
Chipped Lens	The plan lenses have broken within the warranty period

If you require a remake for a reason, which is not listed above, please contact Davis Vision at 1-800-888-4321.

Please be advised all remakes are subject to warranty periods. Davis Vision will request orders to be returned under specific circumstances. Additionally, Davis Vision reserves the right to review all remake orders and disable this function.