



Warranty / Remake Policy

Accidents can happen with eyewear. To ensure our patients receive the best care possible, ECVA offers a No-Charge Standard Warranty.

Although ECVA does not charge to have the Standard Warranty, there are service fees that are collected at the time of redeeming a warranty.

Standard No-Charge Warranty Includes:

Change of Prescription - If the physician changes the patient's prescription within 60 days, it is covered at no charge.

Non-Adapt - Lens Downgrade - If the patient is unable to adapt to the lens style that was originally prescribed and the patient decides to change the lens style to an option less expensive, no refund will be issued to the patient. This is a **ONE TIME**, no charge, replacement within 30 days.

Scratch Warranty - Prescription lenses do have a 30-day ONE-TIME scratch warranty at no charge. After 30 days to one year from the date of purchase, the patient will be charged a \$60 processing fee for lens replacement (limited to one replacement).

Frame warranty - Full 30-day frame defect warranty, no service fee applies. After 30 days to 1 year of purchase, a \$60 processing fee will be charged to the patient when replacing a new frame (limited to one replacement).

Cancellation Policy - Orders can only be canceled on the same day of business on which they are ordered.

** Warranty is based on ECVA private sale policy and is subject to change at any time. Warranty does not apply to frame changes, loss, or abuse to eyewear. (Examples of abuse include but are not limited to; eyewear being stepped/sat on and, pet-related damage).*

If the original order was placed through insurance, please refer back to the specific insurance remake/return policy.

The \$60 / \$120 service fee is collected at the time of the order.

