

Glasses Policy



Thank you for trusting Eyecare of Union Square with your vision needs – we are pleased to provide each of our patients with the highest quality lenses available.

Please review the following policies and direct any questions or concerns to staff at the front desk or with a doctor directly.

Most glasses take 3-10 business days to be completed. Custom Oakley, Clip-Ons, and Mirror Coatings for sunglasses can take anywhere from 2-4 weeks for delivery. We require a 50% deposit to order and the remaining amount must be paid at time of dispense.

If for ANY reason glasses need to be cancelled after the initial purchase, there will be a cancellation fee (Progressives: \$55/Single Vision: \$40) and only partial payment will be refunded to the original form of payment – glasses are usually started within an hour of being ordered and each order is custom made for each individual and is very hard to stop once in process.

After picking up glasses, please know that it can take **up to 2 weeks** to fully adjust to a new prescription. We need each patient to give new lenses a fair chance and the time needed to fully adjust. If the glasses have been worn for the allotted time and you still feel as if you are not seeing your best, please let our office know within 30 days of pickup and we will see you back, free of charge, to check the prescription.

Most frames come with a 1-year warranty for manufacturer defects and a 1-2-year warranty on lenses, depending on the original coatings purchased. Please ask a member of our staff what your specific warranties are based on your purchase. If a frame you purchased from our office happens to break, please *do not glue* your frame, it will immediately void your warranty.

If for any reason you are unhappy with your purchase --- we want to know! We want our patients looking and seeing their very best!