



We Care Warranty and Purchase Conditions

Spectacles

When a patient purchases frame and prescription lenses, without recourse to any other promotion or offer, we will offer a one year unconditional warranty to repair or replace items selected at time of purchase. This is in addition to any manufacturers warrant with unconditional referring to the nature of the damage, be that due to damage of a manufacture fault or incidental damage to the eyewear.

Contact Lenses

When a patient purchases contact lenses, without recourse to any other promotion or offer, we will offer a 6 month unconditional warranty to repair or replace items selected at time of purchase. This is in addition to any manufacturers warrant with unconditional referring to the nature of the damage, be that due to damage of a manufacture fault or incidental damage to the eyewear.

Frequently asked question:

What if I change my mind? Because of the customised nature of eyewear, this warranty will only apply to the original eye wear purchased. Our warranty does not take into consideration a change of mind in regards to frame style or preference.

Warranty Details

If you have any concerns relating to your new spectacles or contact lenses please contact us as soon as possible. We will individually endeavor to personally solve your problem with recourse to our We Care Warranty.

If the concern requires a reassessment by our optometrist, we will organise for this to occur at the next most convenient time and for you within the consultations available. This consultation will be provided at no charge to you. At this consult our optometrist will recheck your spectacle or contact lens job and your prescription. If a lens exchange is required, we will organise this as soon as possible.

This process of reassessment and lens replacement can be repeated as many times as required at our discretion. If after this process, you still feel that the products provided do not meet your performance expectations, then a refund will be organised. This refund may be subject to the following conditions:

- 1) Spectacle Frame: full refund, if the frame remains undamaged and in saleable condition excluding change of mind relating to the appearance.
- 2) Spectacle Lenses: Partial refund less than the administration fee will be offered. (Fee = less than 50% of the lens price)
- 3) Contact lenses: Full refund on custom rigid or soft disposable lenses within 6 months. (No refund on contact lenses fitting fees).

If a concern for your eyewear occurs outside the We Care Warranty period, we will honor the full manufacture warranty on all spectacle frames, lenses and contact lenses. This either 1 or 2 years from the date of purchase (depends on the supplier). Warranty claims may require sending your product to our suppliers for expert assessment.

For all other products, including non-prescription sunglasses, we will also honor the full manufacture warranty.

Purchase Conditions

In order for Eyecare Eyewear to commence your customised spectacle or contact lens job you will be require to pay a minimum of a 40% deposit.

If you are not able to pay the full 40% deposit at the time the account is generated, a 10 week payment plan can be arranged. Spectacle/contact lens job will be sent to the lab/supplier once the 40% deposit amount has been paid. Full payment is required within 6 months.

Eyecare Eyewear is able to process most private health fund optical rebates/claims through our EFTPOS terminal. On the occasion that a private health fund is not able to be done through the terminal, we will provide you with all the necessary documentation to facility your claim process with your private health fund. Private health fund claims are not included in the 40% deposit amount to commence a spectacle/contact lens job.

Balance of payment is required for all spectacle/contact lens jobs on or prior to collection. Eyecare Eyewear will contact patients when spectacle/contact lens jobs are ready for collection. It is our policy to dismantle jobs if they have not been paid for in full and/or collected within 12 months of the account generation date.

If you decide to cancel your spectacle/contact lens job prior to collection and after a payment has been made towards the account, a cancelation fee will be applied to your patient file. The cancellation fee amount will be calculated with reference to the cost price of the job and administration time required to process and cancels the job. It will not exceed 75% of the account for the job and the value may be specifically requested prior to account generation. By making and payment towards your account, you acknowledge that you are agreeing with Eyecare Eyewear's We Care Warranty & Purchase Conditions.

Questions and concerns: Phone 4669 7072 or email support@ecew.com.au