

Eye Glass Frames

At Trail Vision Care Clinic, we strive to provide you with the utmost quality eye care, and that includes your eyewear. All of our ophthalmic eyewear carries a **2 year warranty on manufacturer defects only** (such as paint chipping or discoloration, failure of spring hinge, or at solder points). **Manufacturer defects do not include damage from improper care or cleaning of your frames.** Our kids frame line, Nano-Vista offers an exceptional 3 year warranty on almost everything – this frame line is truly designed to be almost kid-proof!

Ophthalmic Eyeglass Lenses & Coatings

We want you to see the world with clarity and definition. Trail Vision Care Clinic offers eyeglass lenses and coatings that are leaders in the eye care industry. **All dispensed eyeglass lenses carry a one-time replacement guarantee from two years of your purchase date.** Your eyeglass lens warranty is valid only for lens coating peeling as well as manufacturer defects. Lens warranties can sometimes even cover accidents (such as stepping or sitting on eyeglasses, pet chewing on eyewear, or exposure to extreme heat), as long as you are able to retain the lens for us to send back.

Please note: Any personal repairs or alterations by either yourself or a third party, can result in the voiding of your eyewear. Never use glue or bonding to fix your broken eyewear.

Dr. Redo

Although rare, there may be times when patients are unable to adapt to their new prescription prescribed to them by their optometrist. For these circumstances, once their optometrists confirm the change, **a one-time, no-charge change to your lenses will be made within 60 days of your purchase date.**

Non-Adapt Redo

If your new eyeglass lenses are not performing to your satisfaction within 90 days of your purchase date, will we offer a **one-time change for a lens design of equal value.** If you decide to upgrade your lens design, you will be responsible for all upgrade charges

Changes to Open Eyewear Orders

We want you to see clearly as soon as possible! All of our eyewear orders are sent to an automated ordering system to ensure your custom order is started promptly. Production starts almost immediately at the lens vendor, so **it is usually not possible to modify or cancel a lens order once it has been sent** through our automated ordering system. If you have any questions or need further information regarding this topic, please contact our office directly.