

Warranty and return policies

Warranty and materials replacement

Breakage warranty for plan-supplied frames and/or lenses

- All eyeglasses provided by our laboratories are warranted against breakage for one (1) year from the original date of dispensing.
- The warranty is limited to one replacement during one (1) year coverage period.
- The prescription and frames (when available) must match the original order.

Allergic reaction to plan-supplied frames

- If the patient experiences an allergic reaction to plan-supplied frames within the first ninety (90) calendar days from the original date of dispensing, we will provide a new complete pair of eyeglasses in an alternative frame at no charge.

Scratch protection plan

- We will replace, within one (1) year from original dispensing date, spectacle lenses that have become scratched under normal usage, only if the "Scratch Resistance" option was selected.
- This policy applies to **all** lens types and materials.

Anti-reflective coatings

- For a period of one (1) year from the original date of dispensing, all lenses that have had an anti-reflective coating (ARC) applied and which is peeling or crazing, will be replaced with new AR coated or uncoated lenses (member choice) of the same material, style and prescription, at no charge.

Note: This ARC replacement policy does not cover scratches.

Repair and replace benefit

- Coverage for these items must meet the terms and conditions outlined in the member's benefit plan. Providers must retain documentation of the event in the member record which should include all supporting documentation (to include proof of loss such as a police or fire report).
- Providers are required to provide this documentation in the event of an audit.
- The provider should contact Provider Services at 1 (800) 773-2847 to determine if this benefit is provided for a specific patient.

Patient requested returns

Frame style, lens style and/or lens material

- For a period of thirty (30) calendar days from the original date of dispensing, the patient may return any pair of Davis Vision Exclusive Collection frames and/or lenses to the provider for changes.

Note: Dispensing date is assumed to be ten (10) days after the date shipped from the laboratory

Provider changes

Change of prescription

- Our providers may make any prescription changes necessary for a period of either ninety (90) calendar days for eyeglasses or thirty (30) calendar days for contact lenses from the original date of dispensing.

Non-adaptation to progressive addition (no-line bifocal) lenses

- For a period of sixty (60) calendar days from the original date of dispensing, progressive lenses may be returned for replacement with conventional single vision, bifocal, or trifocal lenses.