

PATIENT WARRANTY INFORMATION:

Davis Vision is committed to providing quality service and 100% customer satisfaction. All materials that are supplied by Davis Vision's ophthalmic laboratories are covered under the following unconditional warranties.

LENS WARRANTIES: COATINGS

- **Scratch Resistant Coatings**

For a period of one (1) year, from the original date of dispensing*, any scratched lenses that originally included a scratch resistant coating will be replaced with new lenses of the same material, style and prescription at no charge.

- **Anti-Reflective Coatings (ARC)**

For a period of one (1) year from the original date of dispensing*, any lenses that have had anti-reflective coating applied which is peeling or cracking will be replaced with new coated or uncoated lenses of the same material, style and prescription at no charge. **NOTE:** The ARC warranty does not cover scratches.

PATIENT CHANGES

- **Frame Style, Lens Style and/or Lens Material**

For a period of thirty (30) calendar days from the original date of dispensing*, any pair of eyewear may be returned to your provider for changes to the frames and/or lenses selected.

PROVIDER CHANGES

- **Change of Prescription**

Your Vision Care provider may make any prescription changes necessary to ensure the best possible vision for a period of either ninety (90) calendar days for eyewear or thirty (30) calendar days for contact lenses – both based on the original date of dispensing*.

- **Non-adaptation to Progressive Addition (No-Line Bifocal) Lenses**

Progressive addition lenses, also known as no-line bifocals, allow wearers to see near, far and in-between without visible lines. While most patients successfully adapt to no-line bifocals, a very small segment of the population may need to return to conventional 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. **NOTE:** Any member copayments associated with selection of the original progressive addition lenses will not be returned.

MATERIALS REPLACEMENT

- **Breakage Warranty for Plan Supplied Frames and/or Lenses**

All materials provided by Davis Vision laboratories are unconditionally guaranteed for one (1) year from the original date of dispensing*. Replacement materials identical to these originally ordered will be supplied at no cost if your materials should break within the warranty period.

- **Allergic Reaction to Plan Supplied Frames**

A very small percentage of people may experience an allergic reaction to certain metal alloys that may be used in the manufacturing of eyeglass frames. Should this occur within the first ninety (90) days from the original date of dispensing*, Davis Vision will provide a new complete pair of eyeglasses in an alternate frame at no charge.

MISCELLANEOUS INFORMATION

Warranty periods are based on the dates associated with the original pair of eyewear. Any replacement materials that may be supplied will be covered for the remainder of the original warranty period.

Warranty periods may differ for certain benefit groups. Please refer to your plan benefit description or summary plan description for more information.

*** As it is not possible for Davis Vision to know the exact date of dispensing once materials are shipped to your provider, it is assumed that dispensing occurs within ten (10) days of the shipment date.**

***If you have any questions about this warranty information,
please contact Davis Vision at 1-800-283-9374.***