



Frame Policy for Golden Optical

Frame warranty: All eyeglass frames (excluding discontinued) carry a 1 or 2 year guarantee against frame breakage. If your frame breaks, return all parts and your glasses will be repaired or replaced. (*Abnormal use and personal abuse negates this warranty.*)

30-day exchange privilege: After getting your new glasses, if you decide you don't like the frame, you can make a one-time exchange for another frame. If new lenses are required, a small lab-regrinding fee will be charged. This regrinding fee will vary with the type of lens used.

Returns and cancellations: The lenses made for you by Golden Optical are custom designed. There is a 50% charge on all cancelled or returned lenses.

Eye-glass Prescription Policy

For prescriptions we fill written by our doctors at Golden Optical: An office visit to recheck the prescription will be provided and new lenses will be made at no charge (with the exception of lens upgrades) within 90 days of dispensing. Re-check visits after 90 days will be charged the usual fee for a brief exam.

For prescriptions we fill written by other doctors: Eyeglass lenses will be re-made one time at no charge (with the exception of lens upgrades) if the prescribing doctor provides a new prescription in writing within 60 days of dispensing. Rx changes after one free remake or after 60 days will be charged the usual lens price. Re-examination by our doctors to confirm another doctor Rx will be charged the usual fee for a brief exam.

For Golden Optical prescriptions that are filled elsewhere: If a lens prescription change is needed after glasses are made, we will not be responsible for any charges incurred. Most reputable optical dispensaries allow doctor Rx changes at no charge, but it is up to the patient to inquire about such policies in advance of purchase.

Policy for Ordering New Lenses for a Patient's Old Frame

We cannot be held responsible for frame breakage when we re-use a patient's old frame to manufacture and insert new lenses. We will use the utmost care if we accept a patient's frame, but in a small percentage of cases the frame parts or material will be worn or brittle to the point that it will not support a new lens.

Frame manufacturers often discontinue older frame styles and replacement parts are generally not available. Placing new lenses into an old frame may create a pair of glasses that cannot be repaired later.