

Return Policy

Avery Eye Care Center Contact Lens Return/Exchange Policy

Rigid Gas Permeable, Hybrid, Sclera, and Specialty Lenses

- Specialty Lenses are warranted against breakage and defect for 90 days from the date that the lenses were received by our office from the manufacturer.
- Any specialty lens can take time to find the right fit and adjust to, please let us know if you are unhappy with your lenses so we can take any necessary steps to exchange and remake them in a timely manner.
- Returns will be accepted within 90 days of the purchase date. The refund will include the base price of the lens. All other costs including shipping, warranties, and/or any specialty add-ons specific to your order will not be able to be refunded.

Disposable Contact Lenses

- We want our patients to have the best vision that is possible with contact lenses. At the time of your exam, you should have received trial lenses. If you are unhappy with your trial lenses, please let us know before opening or marking on any boxes you may have purchased.
- Contact lenses purchased from Avery Eye Care Center may be **returned** for a refund within **90 days (minus any shipping costs)** provided the boxes have not been opened or written on.
- Damaged Contact Lens boxes cannot be considered for refund or exchange. Damage is any marks, dents, tears, rips or punctures.
- Contact lenses may be **exchanged** for your new prescription within 365 days of your purchase provided they are not open or marked on, undamaged, and not expiring within a year from the date of exchange.
- We are not responsible for any contact lens orders placed outside Avery Eye Care Center.
- Please don't hesitate to contact our office at (989)224-3937 with any questions or concerns.

All returns are subject to individual manufacturer's warranty. If a return or exchange does not meet the manufacturer's standards, we are not able to provide credit or reimbursement. 4/12/23