

#### FACTORY SCRATCH WARRANTY –

All factory scratch coated lenses are warranted against scratches for one year from the original date of invoice and lenses will be replaced at no charge during that year if scratches occur under normal care and use. If after 90 days all finishing fees will be applied. Lenses must be same rx, and same frame in order to be covered by factory scratch warranty. Abuse of the lens will not be covered. This is a one-time warranty.

#### REMAKE POLICY –

In the event of a lab error, Black Lab Optical will remake lens to the original prescription during the first year from the invoice date, a prescription will be reprocessed to the original specifications at no charge. Any RX remakes that meets or exceeds ANSI Standards the practice can be charge accordingly.

#### NON-ADAPT POLICY

Black Lab Optical will provide warranty remakes for progressive non-adapts, to (any) active accounts only. If the patient is not adapting to a progressive lens due to lens style, PD, Rx power, seg height or other refractive changes, new lenses will be made at no charge for up to 90 days from the original invoice including all extra charges.

#### ANTI-REFLECTIVE COATING –

Black Lab Optical premium AR's carry a two year warranty from the original invoice date. Black Lab will replace any lenses originally ordered from Black Lab Optical that show coating defects. Covered defects are limited to cracking, crazing, peeling or adhesion failure. Our stock SV AR warranties are for one year. If after 90 days all finishing fees will be applied.

#### SHIPPING CHARGES –

Our policy is to deliver all Rx's within 24hrs of final inspection. All Rx's are shipped at \$1.65 per invoice by best method. Shipping charges are not discountable. Any special request of Rx shipped to the patient will be billed accordingly. Shipping will be charged on all stock invoices including frames and stock lenses.

#### PAYMENT TERMS –

Our terms are; net 30 days. A finance charge of two percent per month will be applied after 30 days past due. Visa & MasterCard are also acceptable for a fee of 2% additional. We reserve the right to suspend any or all discounts, warranties and promotional incentives if not in current standing.

#### OFFICE PERSONAL EYEWEAR –

Black Lab Optical will honor any valid manufacture's lens vouchers in exchange for a comparable Kodak product. In addition, Doctors and one optician in office which average \$3,000 or more per month invoices from Black Lab Optical are eligible to have one prescription per year of a Kodak product processed by Black Lab. All other staff members of such offices are eligible to have one prescription per year processed by Black Lab at a 25% discount.

#### CREDIT POLICY –

Black Lab Optical must have original or copy of invoices to issue a credit.

#### SPECIAL ORDERS –

Any and all special ordered merchandise is non-returnable.

PRICES AND POLICIES ARE SUBJECT TO CHANGE.