



## REPAIR REQUEST FORM

### WARRANTY CLAIM

If you make a claim for a warranty, we will assess the glasses and contact you if further information is required. In the case of a warranty replacement (as defined by our *Warranty* policy), your KECC glasses will be repaired or replaced at our discretion.

### REPAIRS

If we deem the glasses not to be covered under warranty, we will offer you a reasonably priced repair service. We will contact you before we start any non-warranty repair to discuss the options available to you.

To utilize this service, please:

1. Complete this form
2. Surrender your glasses to our office for review
  - a. If this is not possible, your glasses will be assessed in the order in which it was received.

***Please note: We cannot be responsible for any damage done on glasses that were not purchased in OUR office or are no longer under Warranty. We recommend returning to the place of purchase if you still have a warranty as our repair service may void your benefits.***

***If this is not possible, we are happy to help.***

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\*Please complete all sections below\*

Warranty Claim       Repair Request       Frame Adjustment

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Name: \_\_\_\_\_ DOB: \_\_\_\_/\_\_\_\_/\_\_\_\_

Contact number: \_\_\_\_\_  Call  Text

Date of Purchase: \_\_\_\_\_ Type:  Prescription Eyewear  Sunglasses

Did you get your glasses from *OUR* office?  Yes  No

Patient Signature: \_\_\_\_\_

## REPAIR REQUEST MENU

*\*Please select the reason\**

### FRAME

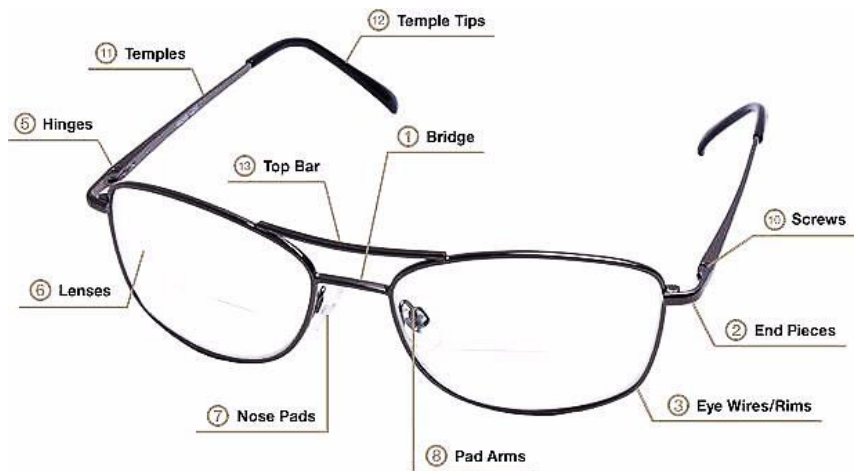
- Nose pad replacement
- Missing / loose screw
- Left / Right temple broken
- Broken frame face / Broken bridge
- Left / Right hinge broken
- Paint deterioration on temples or frame face
- Temple tips worn / missing / scratching ears
- Warped / mishapen frame
- Accidental damage to frame
- Other

### LENSES

- Scratched lens
- Chipped lens
- Missing lens
- Loose lens
- Delaminated lens
- Accidental damage to lens
- Other

### OTHER

- Ultrasonic Cleaning—5 minutes
- Silicone Lens Lock
- Annual tune up – Tighten Frame, Align, and Ultrasonic Cleaning



### Exclusive Two-Year Warranty

**Your finest quality eyewear is warranted for two years from the date of purchase.**

Frame: If your frame breaks under normal wearing conditions, we will offer repair or replacement of it free. Limited to once in a 24 month period.

Lenses: our lens treatments are the hardest, most durable surface protection available. However, any lens (including glass) can scratch or break. Please follow recommended procedures for care and cleaning. **Replacement of plastic lenses purchased with scratch resistant coating / Anti-Reflective coating is limited to once in a 24 month period. Lens replacement must be the original prescription.**

*This warranty does not cover loss, theft, or hairline scratches which have no effect on vision. Warranty Does Not Apply to Discounted, Package Deal or Sale Frames and Lenses. Warranty Does Not Apply to Medicaid frames and lenses.*

*\*\*Internal use\*\*\*\*\**

Optician received/review date: \_\_\_\_\_ Optician Initials: \_\_\_\_\_ FRAME: \_\_\_\_\_

Warranty needed: FRAME (or) LENS Replacement pieces ordered: YES (or) No