

## Redo Policy

The ultimate judgment as to the quality of work performed rests solely within the reasonable discretion of the EyeMed's network provider and any reasonable dissatisfaction on his/her part will result in correction of the defect, according to the below policy.

### LAB ERRORS

All remakes due to lab error will be processed at no charge with specific reasons, copy of the original invoice/ shipping slip and lenses returned, up to 6 months from original Rx delivery.

### WARRANTY/ NON-ADAPT PALS

While under warranty, jobs will be processed at no charge. Refer to Essilor Brands for warranty length. To qualify, providers are requested to return the lenses with a copy of the original invoice/ shipping slip.

- **Non adapt:** Varilux®, Definity® and Essilor 360™ lenses will be remade with a fitting change one time at no charge in the same design and material (or lesser priced design and material). If the patient still cannot adapt after the no-charge replacement, Essilor will remake the Rx into conventional lenses at full charge on the invoice. Refer to Essilor Brands for Non-adapt coverage length.

### CANCELLATIONS

Rx jobs are considered in manufacturing process as soon as the order has been submitted to the lab. Any cancellation of an Rx job will result in the job being billed to the provider at private pay pricing. EyeMed requires Essilor to send a report of cancelled jobs.

### UPGRADES

If additional options are requested by the provider, and the Rx job has to be cancelled and started over (see definition and timing for cancellation above), EyeMed will be charged for the original cancel job and the new upgraded job will be billed directly to the ECP at private pay rate. If additional options are requested by the provider but the job has not been started yet so changes can be made without cancellation, then the job will become a reconciled job and billed to EyeMed through the final order details mechanism described in the agreement.

### FIRST-TIME DOCTOR REDO

*First-time doctor redos for lenses only are at no charge to the provider as long as they meet all of the following criteria:*

- Same lab used for original job and redo
- Within 6 months of date of service
- Redo for lenses only
- Not a frame change alone
- First redo request only (not 2nd or 3rd)
- Not due to an upgrade request
- Not due to materials lost, broken or damaged by patient

*Acceptable first-time doctor redoes require at least one of the following:*

- Power changes (not including changes resulting in plano lenses)
- Axis changes
- Segment height/segment style changes due to no adaptation (i.e. FT28 to Executive)
- Change in lens style (i.e. BF to TF, BF to SV, or any other base lens change, except PAL to non PAL lens style)
- Errors in transcription (not including transcription errors involving tints, photochromics, frames or coatings)
- Change in materials (i.e. glass to plastic, plastic to poly, plastic to high index plastic or glass, etc)
- Changes in base curves

To qualify, providers are requested to return the lenses with a copy of the original invoice/ shipping slip.

### SUBSEQUENT DOCTOR REDO

After the First-time Doctor Redo policy applied, Doctors are required to pay subsequent Doctor redos on the same job at the full private pay pricing.

### DOCTOR REDO AND LAB ERRORS AFTER 6 MONTHS

Redo requests submitted to the lab 6 months or more after the date of service will be charged to the Doctor at the full private pay pricing.

### FRAME CHANGES

A frame change is not an acceptable First-Time Doctor Redo if it is due to doctor's error or the patient's dissatisfaction with the style, shape, size or fit of the frame. The provider will be required to fax in the redo request and ship the new frame to the lab. The provider will be billed for the redo job at the full private pay pricing.

## Warranty Policies

### COATING WARRANTY

TD2®, Crizal® and Optifog® lenses have a two year, one time replacement against scratches. No warranty against scratching on factory scratch coat. To qualify, please return the lenses with a copy of the original invoice.

### ULTRA LITESTYLE® FAMILY OF LENSES

#### 1. All lenses

If your patient chooses, within 60 days of dispensing, upon request we will replace with plastic lenses including scratch resistant coating, UV protection and polished edges, at no additional charge.

#### 1. Crizal Lens Packages

LiteStyle®, Ultra LiteStyle® and any other lenses coated with Crizal : 100% Patient Satisfaction Guarantee.

#### 2. TD2 Lens Packages

Any lenses protected with TD2 : Warranted against scratches on both sides of the lens for two years.

#### 3. Other Lenses

Warranted against scratching under normal usage, for one year.

### VARILUX®

#### Varilux 365 Day Patient Satisfaction

1A. Within 365 days of invoice, if the patient is not satisfied with the progressive addition lenses, the lab will remake the progressive addition lenses with a fitting change one time at no charge in the same progressive design and material (or lesser priced design or material). If the patient still cannot adapt after the no-charge replacement, we will remake the Rx into conventional lenses at full charge on the invoice.

#### OR

1B. Within 365 days of delivery, if the patient is not satisfied or cannot adapt to the original progressive lenses and prefers to go directly from the original progressive Rx to conventional lenses, the original progressive lenses will be credited and the conventional lenses will be billed at full charge.

### DEFINITY®

#### DEFINITY® 90 Day Patient Satisfaction

1A. Within 90 days of invoice, if the patient is not satisfied with their new DEFINITY lenses, the lab will remake the lenses with a fitting change one time at no charge in the same material (or lesser priced material). If the patient still cannot adapt after the no-charge replacement, we will remake the Rx into traditional single vision and bifocal lenses at full charge on the invoice.

#### OR

1B. Within 90 days of delivery, if the patient is not satisfied or cannot adapt to the original DEFINITY lenses and prefers to go directly from the original progressive Rx to conventional lenses, the original progressive lenses will be credited and the conventional lenses will be billed at full charge.

#### Other Progressive Lenses Patient Satisfaction

All progressive lenses other than Varilux receive the same Warranty Options within 90 days of delivery [see Varilux Warranty for details].

### SCRATCH RESISTANT COATING

All scratch resistant coated lenses are guaranteed for one year from date of order and will be replaced at no charge during that one year if damaged due to scratching. Lenses must be replaced in identical form. To qualify, please return lenses along with a copy of original invoice. A maximum of one replacement per Rx order is allowed.

Front surface scratches through normal use will be covered; however, abuse of the lens will not be covered.

### FRAME WARRANTY

Manufacturer defects covered in first year. Side shields and discontinued frames carry no warranty coverage.

Contact your servicing laboratory for concerns regarding warranties or redos.