

X-CEL OPTICAL WARRANTIES AND RETURN POLICIES

X-Cel warrants products sold to its direct customers only. No retail warranty is offered or expressed. Only X-Cel products are covered, and credit or replacement is at X-Cel's discretion. **Custom made** and **special order** lenses are not returnable. X-Cel reserves the right to deny warranty claims that exceed 2% of monthly purchases.

To execute a warranty, return the product to X-Cel's factory attention "Returns Dept." with reason for return and items being returned clearly noted. Specify credit or exchange. It is not necessary to get a return authorization number from X-Cel. If needed for your records, use date of return. A return form is available from X-Cel upon request. Warranty covers the price paid for the original lens blank only. See details below.

Product Defects: All X-Cel products are warranted against manufacturing defects. Full credit or exchange will be allowed for defective product. Lenses returned as "Defective" that meet X-Cel's quality standards will be accepted as overstock and charged 25%.

Scratch Resistant Coating: All X-Cel scratch resistant coated lenses are warranted (front side scratches only) for one full year from date of sale. Lenses must have been edged, glazed, and worn by the user. A copy of the re-do Rx form with the reason for return must accompany each pair of lenses returned for scratches. Full credit or exchange will be allowed. Handling, surfacing, or edging defects that occur at the lab or retail are not covered. Lenses that have been A.R. coated or had the factory coating stripped are not covered.

Patient Non-Adapt: Warranty applies to all Progressive lenses. Non-adapt, edged, glazed and worn lenses must be returned within 45 days from date of sale by the laboratory. Full credit or exchange will be allowed. A copy of the re-do Rx form with the reason for return must accompany non-adapt returns.

GUARANTEES AND RETURNS

All merchandise is guaranteed to be as advertised.

- **DEFECTIVE**- credit/replacement given when returned to factory with defect noted.
- **WARRANTIES**-See above.
- X-Cel reserves the right to deny product warranty claims that exceed 2% of monthly purchases.
- **Excess inventory**- replaced with merchandise (cover order) of equal value when returned to factory in good condition.
- **Excess inventory**- credit memo subject to a 25% repackaging and re-inspection charge when returned to factory in poor condition.
- Lenses older than 2 years will be considered obsolete.
- Unacceptable, obsolete, or damaged inventory returns will not be issued credit.
- We reserve the right to credit returns at the price prevailing at the estimated time of order, unless the return is accompanied by original invoices.