



## Safety Prescription Eyewear Warranties - Policies

### PRESCRIPTION POLICY

SafeVision urges employees to visit their Eye Care Professional annually to ensure their prescription is accurate and their eyes are healthy. As part of our focus on the health and safety of the workforce, we recommend annual checkups, but require that all eyewear prescriptions be less than two years old.

### HAZARD ASSESSMENT POLICY

It is the responsibility of the plant owner or safety director to conduct a hazard assessment for the workplace and determine the appropriate eyewear protection required for each job. SafeVision offers a wide selection of frames, lenses and coatings for review by plant officials.

### WARRANTIES

At SafeVision, we stand behind our quality and service 100%. Our goal is to consistently provide exceptional service and quality products at the best value. To meet this goal, we have structured our policies to be flexible and responsive to all your safety eyewear needs. All lens, coating and frame warranties commence at the invoice date. Coverage is listed below. **All warranties are null and void in the event of improper care or abuse.**

WARRANTIES					
Product	Covered	MOs	Product	Covered	MOs
Phoenix Lenses	Defects & Scratches	24	Polycarbonate or Plastic Lenses	Mfg. Defects Only	12
Super Hi-Vision	Defects & Scratches	24	ClearAway Easy Clean	Defects & Scratches	12
Super Hi-Vision EX3	Defects & Scratches	24	Clarity Shield	Defects & Scratches	12
Recharge	Defects & Scratches	24	Anti-Fog (AF) Coatings	Mfg. Defects Only	12
Hi-Vision	Defects & Scratches	24	ClearAway EZ Clean AF	Defects & Scratches	12
			PENTAX Branded Frames	Mfg. Defects Only	12

### PROGRESSIVE LENS WARRANTY

SafeVision offers a 120-day employee satisfaction guarantee. Should an employee become dissatisfied with their progressive lenses within 120 days of the invoice date, we will remake the progressive lenses one time, at no charge. More expensive replacements will be charged the price difference.

### PRESCRIPTION CHANGES

#### DOCTOR'S CHANGES – RX & FIT

SafeVision will replace doctor's prescription/order change, one time per order, at no charge. The change must be within 120 days of the invoice date and within the original invoice amount. More expensive replacements will be charged the price difference.

#### LAB REMAKES

SafeVision will replace any lab errors, if within 120 days of the invoice date and within the original invoice amount. More expensive replacements will be charged the price difference.

### REPLACING LENSES (Warranty & New Prescriptions)

If an EyeCare Professional requests safety lenses as replacements for warranty, insertion of safety lenses is considered part of the manufacturing process. As such, we will remake a complete pair if a Pentax or SafeVision brand frame was used in the original order. If an outside vendor frame was used on the original order, SafeVision requires the frame to be returned to our laboratory for new lens insertion.

### USER SUPPLIED FRAMES

SafeVision will not warrant any lab breakage of a previously used, employee supplied frame.

### AWAITING REPLACEMENT EYEWEAR

Employees waiting for their replacement safety eyewear should consult their company for recommended temporary eye protection. Damaged frames or lenses should not be worn in the workplace as they can compromise the safety of the employee. Any warranty replacement claim should be made through our Customer Excellence Centre. Products must be returned to SafeVision for quality inspection.

### TERMS AND CONDITIONS

Payment Terms: Net 30 days, date of invoice

Prices, warranties, terms and conditions are subject to change without notice.

### CUSTOMER SERVICE CENTRE - SAFEVISION by HOYA

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