



Warranty, Policy & Procedures

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, SafeVision recommends annual checkups, but requires 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 ship date. Coverage is listed below. All warranties are null and void in the event of improper care or abuse.

Product	Covered	Months	Product	Covered	Months
Phoenix Lenses	Defects & Scratches	24	Polycarbonate Lenses	Mfg. Defects Only	12
HOYA Recharge	Defects & Scratches	24	HOYA Clear Away Easy Clean	Defects & Scratches	12
HOYA Super-HiVision EX3	Defects & Scratches	24	HOYA Clarity Shield	Defects & Scratches	12
Hi-Vision	Defects & Scratches	24	HOYA Anti-Fog (AF) Coating	Mfg. Defects Only	12
			HOYA Clear Away Easy Clean with Anti-Fog (AF)	Defects & Scratches	12
			HOYA Anti-Reflective (AR) with Anti-Fog (AF)	Defects & Scratches	12
			PENTAX & SafeVision Branded Frames	Mfg. Defects Only	12

PRESCRIPTION & FRAME CHANGES

RX & FIT CORRECTIONS

SafeVision will remake an order due to a change in the employee's Rx or lens style per their eye doctor one time, at no charge. The change must be within three months of the ship date and within the original invoice amount. More expensive replacements will be charged the price difference.

CANCELLATIONS

If the order is not yet in process, usually within 12 hours, cancellations or Rx changes can be made at no charge. If the order is already in process, any Rx changes will be considered as the one-time fit correction listed above. If the order has shipped, no credit will be issued.

EMPLOYEE PREFERENCE CHANGES

Changes due to employee preference are not warranted but will be accommodated one time per order for Pentax & SafeVision frames only. Employees must keep the company-paid first pair. If within three months, the employee wishes to purchase a more preferred pair, it must meet the company profile. A 50% discount off the employer's price will apply. The employee is responsible for the cost of the new pair at the time of order.

LAB REMAKES

SafeVision will remake any lab errors if within three months of the ship date and within the original invoice amount. More expensive replacements will be charged the price difference.

REPLACING LENSES UNDER WARRANTY

If a request for warranty replacement of lenses is made, we will remake a complete pair if a Pentax or SafeVision branded frame was used on the original order. If an outside vendor frame was used on the original order, SafeVision requires the frame be returned to our lab for inspection and lens insertion. Insertion of safety lenses is considered part of the manufacturing process.

REPLACING FRAMES UNDER WARRANTY

If a request for warranty replacement of frame is made due to a manufacturer defect, we will remake a complete pair if a Pentax or SafeVision branded frame was used on the original order. If an outside vendor frame was used on the original order, SafeVision requires the frame be returned to our lab for inspection and lens insertion. Insertion of safety lenses is considered part of the manufacturing process.

USER SUPPLIED FRAMES

SafeVision will not warranty any lab breakage of a previously used, employee supplied frame. All user supplied safety frames must be marked with Z87-2+ on the frame, per the ANSI Z87.1 Standard for Rx spectacles.

EMPLOYEE CO-PAY

SafeVision does not accept personal checks or money orders for employee co-pay orders. A credit card secured through SCCID must be used.

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 Customer Care at 800-982-2828. A Return Material Authorization (RMA) number will be assigned.