

SafeVision Warranties, Policies & Procedures

PRESCRIPTION POLICY

As part of our focus on the health and safety of the workforce, SafeVision recommends annual eye exam checkups, but requires un-expired, valid eyewear prescriptions for all orders.

Missing or invalid information can result in unexpected delays. If missing or invalid information is not corrected within 90 days, the order will be automatically cancelled.

WARRANTIES

At SafeVision, we stand behind our quality and service 100%. All warranties are effective as of the ship date. General coverage is listed below. This warranty does not apply to damage resulting from misuse, abuse, unauthorized modification, improper maintenance, exposure to harmful chemicals, or failure to use the product in accordance with applicable safety standards or instructions. SafeVision may require PHOTOGRAPHIC evidence and/or return of the product for inspection as a condition of claim approval. Customer is responsible for return shipping unless SafeVision determines the product is defective.

Please note coating and enhancement warranty coverage supersedes material coverage.

Product	Coverage	Months	Product	Coverage	Months
Phoenix Lenses	Defects & Scratches	24	Clarity Shield	Defects & Scratches	12
Recharge	Defects & Scratches	24	Clear Away Easy Clean	Defects & Scratches	12
Hi-Vision EX3	Defects & Scratches	24	Clear Away Easy Clean w/Anti-Fog	Defects & Scratches	12
Hi-Vision	Defects & Scratches	24	Anti-Reflective w/ Anti-Fog	Defects & Scratches	12

Product	Coverage	Months
Polycarbonate Lenses	Mfg. Defects Only	12
Anti-Fog	Mfg. Defects Only	12
Pentax & SafeVision Branded Frames*	Mfg. Defects Only	12

*Please see frames warranty section for more details.

PROGRESSIVE LENS GUARANTEE

SafeVision offers a 120-day employee satisfaction guarantee for vision concerns with progressive (no-line bifocal/trifocal) lenses. This includes non-adapt, or similar vision issues with these lens specific styles.

PRESCRIPTION & FRAME CHANGES

DOCTOR'S CHANGES – RX

SafeVision may remake a doctor's prescription, one time per order, at no charge. The change must be within 90-days of the ship date and within the original invoice amount. More expensive replacements will be charged the price difference. Additional prescription changes will be treated as a new order that might require company approval or will be charged to the eye care professional.

CANCELLATIONS

If an order is already in process, any change will be considered as the one-time Doctor's change listed above. Any price difference for higher-cost replacements will be charged to the customer. Orders that have

entered production or have shipped are non-cancellable and non-refundable except as expressly provided under these warranty terms.

EMPLOYEE PREFERENCE CHANGES

If an employee does not prefer the color or style of the frame, or the sunglass option (and it is not specific to a vision concern), changes for the frame and/or sunglass style/color are not warranted but may be accommodated within 60-days of ship date. If the employee wishes to purchase a more preferred pair, it must meet the company profile and the employee will be charged the company's price via secure credit card ID (SCCID).

LAB ERROR REMAKES –

SafeVision will review requests to remake an order due to potential lab errors, if within 90-days of the ship date and within the original invoice amount. More expensive replacements will be charged the price difference.

REPLACING LENSES ONLY UNDER WARRANTY –

SafeVision does not supply lens only due to The Vision Council recommendations, and ANSI requirements. However, if an Eye Care Professional is approved for safety lenses under warranty, insertion of safety lenses in same frame is considered part of the manufacturing process. As such, if a Pentax or SafeVision branded frame was used on the original order, a complete remake will be processed. If another vendor frame was used on the original order, SafeVision requires that frame be returned to our lab for inspection and lens insertion. Customer is responsible for return shipping unless SafeVision determines the product is defective. If the frame integrity is in question, the warranty may be void.

REPLACING FRAMES ON A COMPLETE ORDER UNDER WARRANTY -

Frames are warranted against manufacturing defects in materials and workmanship for a period of twelve (12) months from the ship date. Manufacturing defects include failures resulting from defects in materials or workmanship under normal and intended use, such as structural failure at weld points, hinges, or frame components not caused by external force or misuse. This warranty does not cover damage resulting from normal wear and tear, accidental damage, misuse, improper handling, exposure to extreme conditions or chemicals, or unauthorized modification, including bent frames, scratched or worn components, or breakage caused by impact.

If an Eye Care Professional requests a new frame under warranty, **a picture will be required** for review and potential approval. If the frame warranty is approved, insertion of safety lenses into the new frame is considered part of the manufacturing process. As such, we will remake a complete pair of prescription safety eyewear with the frame used on the original order. If an other vendor frame was used on the original order, SafeVision requires additional evaluation for approval. Removal or attempted removal of permanent side shields is considered abuse and voids all warranty.

USER SUPPLIED FRAMES

SafeVision will not warranty employee supplied frames. All user supplied safety frames must be marked with Z87-2+ on the frame, per the ANSI Standards. The Standard lists frames marked Z87 or Z87+ as non-prescription (plano) frames. It is SafeVision's policy to not make prescription lenses for these plano marked

frames. Order forms for user supplied safety frames must be included within the package and not submitted electronically. Customer is responsible for shipping.

LOST IN MAIL

A request for lost in mail orders can be made after 20 days from ship date but no later than 45 days after ship date. Tracking information will be reviewed to verify requests. If approved, a one-time remake will be processed at no charge for approved lost in mail orders.

GLASS AND PLASTIC LENSES (NON-IMPACT RATED PER ANSI STANDARD)

SafeVision does not recommend Glass or Plastic lenses for work hazards involving potential impact because they are not rated per the ANSI Z87.1 Standard. SafeVision offers a 90-days warranty on Glass and Plastic lenses for manufacturers *defects only*. No scratch warranty is offered on these lens materials.

STOCK FRAME & ACCESSORY PURCHASES

SafeVision does not warranty stock frame or accessory purchases of any kind. A stock frame can be returned for credit if item is returned within 30days in the original packaging including packing slip after inspection. The \$9 shipping charge will not be credited for any reason and put towards our re-stocking fee. Return shipping will be at the expense of the buyer. We do not accept returns for accessories of any kind. Customer is responsible for return shipping.

SAMPLE DEMO FRAME FOR TRY-ON/PATIENT APPROVAL

If an Eye Care Professional is requesting a demo sample frame for a specific patient try-on, an option without purchase is our virtual try-on at <https://safevision.com/frame-gallery>. If a frame is ordered for a specific patient try-on, a full charge will apply. A credit may be issued if item is returned within 30days in the original packaging with patient name after inspection. The \$9 shipping charge will not be credited for any reason and put towards our re-stocking fee. Provider will be responsible for return shipping. Revisions to a frame demo sample kit can be requested at salesupportsrx@hoya.com.

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.

BILLING REQUEST

Billing inquiries for credits, billing correction, or adjustments must be submitted for review within 90 days of invoice date (or within agreed upon payment terms whichever is longer) for consideration. Billing requests are not guaranteed but will be reviewed against program details, pricing, and original order submission.

DISCLAIMERS/LIMITATION OF LIABILITY

EXCEPT AS EXPRESSLY PROVIDED HEREIN, SAFEVISION MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE MAXIMUM EXTENT PERMITTED BY LAW, SAFEVISION SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION LOSS OF USE, LOST PROFITS, OR BUSINESS INTERRUPTION ARISING OUT OF RELATED TO THE PRODUCTS. SAFEVISION'S TOTAL CUMULATIVE LIABILITY SHALL NOT EXCEED THE AMOUNT PAID FOR THE APPLICABLE PRODUCT GIVING RISE TO THE CLAIM. THE REMEDIES SET FORTH IN THESE WARRANTIES ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE TO THE CUSTOMER. CUSTOMER AND/OR EMPLOYER ARE SOLELY RESPONSIBLE FOR DETERMINING THE APPROPRIATE EYEWEAR FOR SPECIFIC WORK ENVIRONMENTS.