



## Frames are guaranteed for 12 months only against faulty workmanship or materials

### ALL FRAME RETURNS MUST BE ACCOMPANIED BY THIS FORM

PLEASE READ CAREFULLY BEFORE MAKING ANY FRAME RETURNS ON FORM ON PAGE 2

#### Reduce patient frame returns by advising patient on receipt of their frames:

- Put on and take off your new spectacles with both hands
- When not in use always keep your spectacles in a secure case
- Do not put your spectacles on a surface lens downwards
- Clean lens only with a quality micro fibre lens cloth, but not with hard pressure. Less pressure = cleaner lens, hard pressure can damage lens
- Do not adjust or attempt any repairs on your spectacles, instead come to your optician's practice immediately for assistance

#### WE ARE NOT RESPONSIBLE NOR WILL WE REPLACE OR CREDIT FRAMES DUE TO THE FOLLOWING:

##### Patient misuse such as:

- Dropping or breaking frames
- Taking frames off in a careless way leading to broken temples and frame fronts
- Chewing ends of frames
- Loss of any component of the frame (like temples, pads, screws etc)
- Attempting to make adjustments or repairs to frames
- Leaving frames on car dashboard, during excessively hot weather, or letting frames come in contact with sun tan sprays
- General wear and tear
- Poor maintenance of frame

##### Other issues such as:

- Glazing/adjustment mistakes where correct procedures have not been used
- Not advising glazer or prescription house of following instructions. Where certain frames will have particular glazing advice accompanying frame such as heat level or to glaze paying specific attention to frame material
- Lens size not appropriate for particular frame
- Parts being removed from frames and remains of frame being sent back for credit/repair
- Frames being returned for credit if no longer required unless agreed by sales team, refer to page 2 for additional information
- Where a credit is sought this cannot be considered unless you have filled out the **invoice number and date** when frame was originally purchased by your practice or business



**WE ARE ALSO NOT RESPONSIBLE SHOULD YOU DECIDE TO GIVE YOUR PATIENTS A 100% GUARANTEE AGAINST ANY ACCIDENTAL MISHAP (INCLUDING MISUSE) A PATIENT HAS WITH THEIR FRAMES UNLESS IT COMES UNDER THE LOUIS STONE FRAME GUARANTEE AS ABOVE.**

If you wish to make a return this will only be accepted if Frame Return Form on Page 2 is fully completed and returned using either recorded post or signed for delivery.

As we are working towards a product standards accreditation we have had to bring in this returns process by the requirements of attaining this standard.



Due to working towards a product standards accreditation we can only accept frame returns with this enclosed form fully filled out

**! ALL RETURNS MUST BE SENT BY EITHER RECORDED POST OR A SIGNED FOR DELIVERY**

NAME OF PRACTICE	ACCOUNT NUMBER
ADDRESS	DATE
	REF
	CONTACT NAME
	POSITION
	TELEPHONE NO (INC STD)
COUNTRY	FAX NO (INC STD)
POST/ZIP CODE	EMAIL

**! I HAVE READ AND UNDERSTOOD THE GUARANTEE CONDITIONS ON PAGE 1 AND ALL OF SECTION BELOW (PLEASE TICK)**

**! THIS SECTION MUST BE COMPLETED OR FRAME INSPECTION CANNOT BE CARRIED OUT**

MODEL No	COLOUR	SIZE	INVOICE DATE PURCHASED	INVOICE NUMBER

**REASON FOR RETURN** (ANSWER FULLY AND WHY IT HAPPENED)

### GLAZING RETURN (PLEASE TICK WHERE APPROPRIATE)

Was lens sized using:  Demo Lens  Eye Shape of Frame

What type of heat setting was applied to frame?  Cool  Moderate  High Setting

What type of heater was used?  Bead Heater  Normal Heater

What is the lens prescription?

Name and supplier of lens cleaner/spray used

### ADJUSTMENT BREAKAGE (PLEASE TICK WHERE APPROPRIATE)

Was this done by hand only?  Yes  No

What type of heat setting was applied to frame?  Cool  Moderate  High Setting

In the case of a plastic temple adjustment was the temple removed from the frame adjusted and then replaced?  Yes  No

### FRAME RETURNS FOR CREDIT

- Frames will only be considered for credit after inspection at our offices by our stockroom team
- We can only accept frames for credit inspection returned complete. A customer losing a side cannot be our responsibility. If frame is a recent purchase returning demo lens and backing cards for this frame would greatly assist us
- An admin charge might be applied
- If given all credits notes will be attached to your monthly statement. Should you not receive a credit, email rma@louisstone.co.uk with full details of return including date sent and method of delivery
- Frames are never sent out on approval, or on a sales or return basis. We will not consider frames back for credit inspection within 7 days of receipt, if they are not returned as originally sent out, unless we identify a manufacturer's material or production fault
- We will not replace or credit frames due to glazing/adjustment mistakes or wear and tear
- This form must be fully filled out. Due to the strict conditions of accreditation attached to this form we are unable to fill out details such as invoice numbers etc..... this is your responsibility

### GLAZING TIPS & ADJUSTMENT FOR ICY & i FRAMES

- These can be found in our printed frame catalogues or online catalogue found on www.louisstone.co.uk
- If you need any further information or have any queries email sales@louisstone.co.uk and our glazing expert will reply to you

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1. Forcing a lens into eye rim without properly sizing will cause frame to break Always make sure lens size is appropriate for frame
  2. If bridge of a plastic frame does not fit patient, bending bridge inwards and outwards may lead to bridge weakening and possibly snapping in the future
  3. Always read lens spray manufacturer's conditions/content before glazing as some sprays with alcohol content can crack frames
  4. Always adjust frame after glazing