



WARRANTEE RETURNS POLICY:

Below are the guidelines of our warrantee policy.

WARRANTY

- All merchandise, excluding Cando and sunglass lenses, carries a warrantee against any manufacturers' defect for a period of 1 year from date of sale to the practice (NOT from date of sale to the patient).
- Cando carries a warrantee against any manufacturers' defect for a period of 6 months from date of sale to the practice (NOT from date of sale to the patient).
- Items damaged by abuse or neglect by the customer / lab or patient will not be credited.

WARRANTY RETURNS PROCEDURE

- The relevant invoices must be provided together with the warrantee returns.
- Product will be assessed by us and then either repaired or replaced.
- No credit will be processed for frames that are repairable.
- The Practice is to ascertain what the damage is and only order a replacement part if so required. No credits will be passed for frames that are repairable.
- We are not responsible for collection of a faulty frame. Please return the frame to us and should we assess that it is a factory fault, we will credit the courier fees. Should it be determined that the damage/breakage is not due to a factory fault but due to patient misuse or neglect, the courier fees will not be credited.



CREDIT RETURNS POLICY

Below is the guideline of our credit returns policy.

Credit Returns Policy and procedures

- Credit returns will only be accepted when returned with a Return Authorisation Form generated via your Sales Representative.
- Product may be credited on the following basis:
All current stock can be returned within a 3 month period from date of purchase from Uber Optical.
After the initial 3 months period up until 6 months from date of purchase from Uber Optical goods may be returned on a 2 for 1 basis only. Thereafter, no returns will be accepted.
- All product to be exchanged must be returned in its original packaging as well as a copy of the original invoice or the relevant invoice number. A credit will not be processed without this.
- A handling fee of 20% will be deducted if the goods are not in the original packaging or tags and adhesives are not removed.
- Discontinued product and promotional goods may not be returned for credit.
- Unauthorised goods returned will be returned to the customer at the customers' expense.

Please note that no cash refunds will be made on goods returned to us for credit. The balance will remain on your account as a credit and can be used to purchase new stock.