

Bristolite™ TERMS & CONDITIONS

Not applicable with Lens/Frame Packages

Hassle-Free Returns, non-adapts, doctor changes, and scratch/AR warranties

We do NOT need the lenses shipped back to us! No questions asked.

No charge applies to lenses or coatings. Shipping, edging and upgrade charges still apply.

Non-Adapts: Bristol offers a one-time change per Rx, per year for non-adapts. This covers lenses and coatings only. Customer is responsible for additional charges, including edging, shipping and upgrades.

Doctor Changes: Bristol offers a one-time change per Rx, valid for six months on doctor Rx changes. This covers lenses and coatings only. Customer is responsible for additional charges, including edging, shipping and upgrades.

Scratch/AR Warranties: Bristol offers a one year scratch coating and AR warranty under normal wear; one time change per Rx, per year. All lenses are guaranteed against scratching, crazing, peeling and defects for one year from original invoice date.

Drill Mount Warranty: Bristol warranties drill mount frames in the following materials; High Index (1.67), Poly and Trivex. Warranty good for one year. One change allowed per Rx, per year.

Phone/Fax & Edging Errors: Bristol will read back phone orders to ECP. Returned phone order errors will not be discounted.

Credits: Credits may not exceed 10% of Account's current monthly gross with Bristol. Credit balance is not redeemable for cash refunds; only redeemable for lenses. If the credits exceed 10% of monthly gross, the customer will be billed accordingly.

Rx Cancellations: Orders canceled before processing will be at no charge. Orders canceled after processing has started will be billed at 50% of lens cost.

Patient's Own Frame/Lenses: Bristol does not accept responsibility or liability for lenses or frames supplied by patients. This policy applies to edging, tinting and stripping.

Outbound Shipping & Handling: Customers will be charged \$1.95 per invoice. Weekend shipping, same day courier, specific carrier requests, and shipments directly to patients will be billed at market rate.

Inbound Shipping & Handling: Due to our extremely low price points, Bristol only offers inbound ground shipping. Lenses and frames lost or damaged during inbound transit are the responsibility of the customer.

Payment Terms: Bristol accepts checks, money orders, wire transfers or VISA, MasterCard and Discover credit cards. Payments are due on the 10th of the following month. Amount not paid when due will be subject to a 1.5% per month or 18% late charge. Customers will be billed a \$35 service charge for checks that are returned for non-sufficient funds.

In addition, if any action is brought to enforce the rights of Bristol C&D, it is understood that the customer is responsible for entire cost of collection, including actual attorneys' fees incurred.

Customer Credit Status: Accounts that are 60 days or more past due, will automatically be placed on credit hold and are ineligible for any credits, discounts or incentives, and will have the use of their warranties suspended until account becomes current. Accounts must be current to participate in all promotions, warranties and credits.

Bristol reserves the right to deny credit to those who abuse the hassle-free return policy. This special partnership policy is meant to reduce the burden of occasional customer errors.

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