

Bristol Optical Inc.

TERMS & CONDITIONS

Re-Do's (Doctor changes, Non-Adapts): For conventional lenses, Bristol Optical offers a one-time, no charge change per Rx, for six months from invoice date. For Digital lenses, Bristol Optical offers a one-time, no charge change per Rx, for one year from invoice date.

Scratch Coatings/AR Warranties: Bristol offers one-year scratch coating and one-year AR warranty under normal wear. All lenses are guaranteed against peeling and defects for one year from invoice date.

Lens Warranty: Lenses are warranted for one year against manufacturers' defect from invoice date.

Phone/Fax & Rx 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 Optical. 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: Once lenses have been surfaced or edged, the order cannot be cancelled. For best chance of cancelling a job before it has started, please call our office.

Patient's Own Frame/Lenses: Bristol Optical does not accept responsibility or liability for lenses or frames supplied by patients.

Payment Terms: Bristol Optical accepts checks, money orders, wire transfers, and 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 \$50 service charge for checks that are returned for non-sufficient funds. In addition, if any action is brought to enforce the rights of Bristol Optical, it is understood that the customer is responsible for entire cost of collection, including actual attorneys' fees incurred.

Customer Credit Status: Accounts that are 45 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.

Delinquent Accounts: Payment is due on the 10th of the subsequent month. Accounts past due will be subject to interest at 1.5% per month. Accounts must be current in order to participate in all incentive programs, etc. Warranty work and credits will not be processed for accounts that are delinquent. No orders will be sent out until account is brought up to date.