



# TERMS AND CONDITIONS

## I. GENERAL TERMS

### I.1 Payment Terms

Signet Armorlite grants a 2% discount on the monthly statement if paid by the 15<sup>th</sup> of the month following the statement date (2% 15/Net30 EOM). The prompt pay discount is not applicable to credit card payments. A 1½% per month charge or the maximum allowable by law, whichever is less, will be added to past-due accounts.

### I.2 Pricing Structure

Prices are FOB point of shipment and are subject to change without notice. In the event of a price change, all shipments will be invoiced at the price in effect when the order was placed.

### I.3 Shipping and Handling

All orders for Signetek products are shipped overnight, using Signet Armorlite's preferred provider, unless customer requests alternate method. Signetek shipments will be priced per pound. The SA Handling Charge Policy does not apply to Signetek products.

### I.4 Electronic Ordering

Signetek receives orders placed through VisionWeb.com or Signetek.com.

### I.5 Procedure for all Warranties and Remakes

Orders for replacement lenses may be placed before returning the original lenses. These orders will be invoiced at full price and credit will be issued after the return has been received and inspected.

All returns for warranty claims and reorders must be accompanied by a return authorization number, a copy of the original invoice or job ticket and the reason for return. A return authorization number can be obtained by calling SA Customer Service at 800-759-0075. Please see appropriate section for approved timelines.

### I.6 Lens Surface Modification and Warranty

Any modification or damage done to the lens by the patient or customer through intention or abuse will void all warranties.

### I.7 Bevel Placement

If no bevel option is chosen, Signetek will choose the appropriate bevel based on frame construction and the physical characteristics of the lens.

### I.8 Tint-Matching

Due to the variety of light absorption characteristics inherent to different indexes, all tinted lenses are approximations. We cannot guarantee an exact match.

### I.9 UV Treatment

Standard resin lenses ordered with a UV treatment from Signetek are guaranteed at least 99% UVA/B absorption using the ANSI Z80.3 test method. Note: Lenses with this treatment will have a slight yellow cast.

## II. REORDERS / CANCELLATIONS / ERRORS

All replacement orders will be invoiced at full price when shipped. Any credit applicable will be issued after the returned lenses have been received and inspected by following the return procedure in section I.5.

- A) Rx changes or cancellations requested before the lenses are in process will be made at no charge.
- B) Rx changes or cancellations requested after the lens is in process will incur a \$25 fee.
- C) Cancellation requests after the lens has shipped will be charged full price.
- D) All reorders for tinted jobs will be placed as a pair regardless of how many lenses need to be redone to insure that both lenses match. Both lenses will need to be returned for proper credit.
- E) Customer processing or ordering errors are not eligible for credit.

### III. WARRANTY POLICIES

#### **Defective Warranty**

Lenses received from Signetek with defects or made incorrectly will be replaced free of charge. A credit will be issued upon receipt of lenses. No remake orders will be accepted after 90 days from the date of the original invoice.

#### **KODAK Lens Patient/ECP Satisfaction Guarantee**

If the patient or ECP is not satisfied with any progressive lens or KODAK Lens processed at Signetek for any reason, we will remake the lenses one-time within 2 years from original invoice. This replacement may include a change in prescription (correction), fitting measurements, or lens style, treatment, and material (equal or lesser priced option only).

#### **SA Lens Patient/ECP Satisfaction Guarantee**

If the patient or ECP is not satisfied with any SA Lens processed at Signetek for any reason, we will remake the lens one-time within 2 years from original invoice. This replacement is only available in the original prescription and the same lens style, material and treatment. Within the first 90 days from original invoice, replacement may include a change in prescription (correction), fitting measurements, or lens style, treatment, and material (equal or lesser priced option only).

#### **KODAK Total Blue™ /Clean&CleAR™ UV/Clean&CleAR /CleAR+ Coating 100% Patient/ECP Satisfaction Guarantee**

If the patient or ECP is not satisfied with the KODAK Total Blue, Clean&CleAR UV, KODAK Clean&CleAR or KODAK CleAR+ Coating on any lenses processed at Signetek, for the entire life of the prescription, we will replace them with scratch resistant lenses, with or without AR, in the same prescription and original frame at no additional charge.

#### **Crizal® 100% Patient/ECP Satisfaction Guarantee**

If the patient or ECP is not satisfied with Crizal Avancé UV™, Crizal Alizé UV™ or Crizal Easy UV™ on any lenses processed at Signetek, for the entire life of the prescription, we will replace them with scratch resistant lenses, with or without AR, in the same prescription and original frame at no additional charge.

#### **BluCrystal™ AR Coating Patient and ECP Patient Satisfaction Guarantee**

If the patient or ECP is not satisfied with the BluCrystal AR Coating on any lenses processed at Signetek, within 1 year from original invoice, we will replace them with scratch-resistant lenses, with or without AR, in the same prescription and original frame at no additional charge.

#### **Essilor® Anti-Fog AR Coating Guarantee**

Signetek will process orders for Essilor Anti-Fog AR with a 6-month replacement guarantee from date of original invoice. We will replace them one time with scratch-resistant lenses, with or without another AR, in the same prescription and original frame at no additional charge.

### IV. FRAMES

#### **Frame to Come**

To prevent confusion when sending a "frame to come," please clearly list account or practice name, account number, patient name and reference tray or lab order number.

#### **Lost Frames**

Signetek will not be responsible for frames lost in route.

#### **Damaged Frames**

Signetek does not stock frames. We will credit the cost of a frame damaged by Signetek upon receipt of an invoice showing frame cost. Patient name or tray number and the Signetek lab order number must be included.

#### **Defective Frames**

All frames received for mounting will be inspected upon arrival. If a frame is received defective or damaged, the ECP will be advised and lenses will be held until ECP sends a replacement.

#### **Patient Frames**

Patient's own frames processed at doctor's risk.

**Signetek | Phone: (800) 759-0075 | Fax: (800) 759-0660**