

Ordering lenses for your current frames

1 LIVE CHAT

Live chat with one of our customer experts before sending in your frames.

2 COMPLETE THIS FORM

YOUR INFO

FIRST NAME

LAST NAME

EMAIL ADDRESS

PHONE NUMBER

SHIPPING ADDRESS (US ONLY)

CITY

ST

ZIP

YOUR FRAMES

BRAND

MODEL NUMBER

COLOR

SIZE

NOTES, WEAR AND TEAR, ETC.

I understand that Glasses.com will not be responsible for returning my existing lenses, if I do not remove them from the frames prior to shipping.

I understand that in the event my glasses frames break, I am still responsible for the cost of the new lenses.

I understand that Glasses.com can only accept frames which are currently for sale on the website

I understand that Glasses.com is not responsible for damage to my new or used glasses frames during the insertion or removal of lenses if:

- the frames were not purchased from Glasses.com or
- the frames were not purchased from Glasses.com in the past year.

SIGNATURE

DATE

PRINTED NAME

Ordering lenses for your current frames, cont.

3 SEND US YOUR FRAMES

Use **FedEx** or **UPS** and purchase insurance
(Do not use USPS)

MAIL TO:

Luxottica NAASC Glasses-310 Suite
310
ATTN. NEW ORDERS
101 Greenwood Industrial Pkwy
McDonough, GA 30253

CHECKLIST FOR SHIPPING YOUR FRAMES

- ✓ **Remove your current lenses from the frames** (unless they are drill-mount or semi-rimless)
- ✓ **Include a valid prescription**
- ✓ **Include the signed waiver**

4 YOU SHOULD KNOW...

- We cannot make lenses for customers based outside the United States.
- We cannot guarantee we will be able to use your frames, especially if they are defective, broken, or discontinued by the manufacturer.
- We only accept frames which we currently carry on our website.
- Phone quotes are subject to change.
- We cannot accept checks or money orders.
- Oakley, Maui Jim, Kaenon, Costa, and Zeal sunglasses are only available with specialty lens materials.

5 WHAT COMES NEXT?

Once we receive your frames, prescription, and waiver, an optician will call you within 2 business days.