

THEGREENCOMPANY WARRANTY REPLACEMENT AND REPAIR POLICY

WARRANTY: 1 year (12 months from date of patient purchase) coverage against manufacturing defects in material or workmanship.

WHAT IS COVERED BY WARRANTY (examples)

- Premature flaking or deterioration of frame coating;
- Soldering defects of temple hinges;
- Breakage due to material fragility;
- Loss of trim.

WHAT IS NOT COVERED BY WARRANTY (examples)

- Normal wear and tear;
- Any damages caused by accident, abuse, neglect, shock, improper use or storage of the product;
- Damage caused by chemicals (hair spray, cologne, window cleaner, alcohol, etc.);
- Unauthorized modifications or repairs;
- Prescription (RX) lenses.

(ALL WARRANTY CLAIMS ARE SUBJECT TO A CASE BY CASE EVALUATION)

THEGREENCOMPANY has sole discretion to determine manufacturers defects.

How to commence a warranty claim:

- Fill in the WARRANTY REQUEST form (below);
- Attach a copy of the patient proof of purchase which includes the date of purchase, location and cost;
- Remove the prescription lenses before sending the eyewear back;
- Send back the frame wrapped to protect the product during transport. We are not responsible for any damage in transit, damages due to improper packaging or lost parcels;
- Please allow 2-3 business days for evaluation;
 - If the eyewear is within the warranty period and we find the breakage or damage is due to a defect in material or workmanship, we will replace or repair with a spare part at no charge;
 - If the eyewear is not within the warranty period, no proof of purchase is supplied, we will offer a repair. Additional charges to cover the cost of spare part and a R150.00 processing fee to cover handling and evaluation will apply.;

ATTENTION

- thegreencompany DO NOT warranty or service prescription lenses. Therefore, we ask that you remove the prescription lens before sending;
- thegreencompany is NOT responsible for lost packages;
- Any warranty frame or spare part replaced in advance of receipt or evaluation by thegreencompany, the customer will be fully invoice before dispatch.
- To prevent delays in replacement of a defective product, alternatively a photograph of the frame showing the issue, together with the warranty request form and copy of proof of

purchase can be sent. After evaluation of this, Thegreencompany will dispatch replacement parts or a replacement frame at no charge.

- Please note that any replacement is considered a final sale;
- All replacements are guaranteed for 90 days;

WARRANTY REQUEST FORM
(TO BE INCLUDED IN THE PACKAGE)

(COPY of PROOF OF PURCHASE must be enclosed)

CONTACT INFORMATION

NAME OF PRACTICE _____

FULL NAME OF PATIENT _____

BRAND OF EYEWEAR _____

MODEL, COLOUR _____

BRIEF DESCRIPTION OF THE ISSUE _____

Please email us a photograph to:
info@thegreencompany.co.za