



BY HOYA

USA Effective June 2022

Warranty, Policy & Procedures

PRESCRIPTION POLICY

SafeVision urges employees to visit their Eye Care Professional annually to ensure their prescription is accurate and their eyes are healthy. As part of our focus on the health and safety of the workforce, SafeVision recommends annual checkups, but requires that all eyewear prescriptions be less than two years old.

HAZARD ASSESSMENT POLICY

It is the responsibility of the plant owner or safety director to conduct a hazard assessment for the workplace and determine the appropriate eyewear protection required for each job. SafeVision offers a wide selection of frames, lenses and coatings for review by plant officials.

WARRANTIES

At SafeVision, we stand behind our quality and service 100%. Our goal is to consistently provide exceptional service and quality products at the best value. To meet this goal, we have structured our policies to be flexible and responsive to all your safety eyewear needs. All lens, coating and frame warranties commence at the invoice date. Coverage is listed below. All warranties are null and void in the event of improper care or abuse.

Product	Covered	Months	Product	Covered	Months
Phoenix Lenses	Defects & Scratches	24	Polycarbonate Lenses	Mfg. Defects Only	12
HOYA Recharge	Defects & Scratches	24	HOYA ClearAway Easy Clean	Defects & Scratches	12
HOYA Super Hi-Vision EX3	Defects & Scratches	24	HOYA Clarity Shield	Defects & Scratches	12
Hi-Vision	Defects & Scratches	24	HOYA Anti-Fog (AF) Coating	Mfg. Defects Only	12
			HOYA ClearAway Easy Clean with Anti-Fog (AF)	Defects & Scratches	12
			HOYA Anti-Reflective (AR) with Anti-Fog (AF)	Defects & Scratches	12
			PENTAX & SafeVision Branded Frames	Mfg. Defects Only	12

GLASS AND PLASTIC LENSES (NON-IMPACT RATED PER ANSI STANDARD)

SafeVision does not recommend Glass or Plastic lenses for work hazards involving potential impact because they are not rated per the ANSI Z87.1 Standard. SafeVision offers a 6-month warranty on Glass and Plastic lenses for manufacturers defects only. No scratch warranty is offered on these lens materials.

PROGRESSIVE LENS WARRANTY

SafeVision offers a 4-month employee satisfaction guarantee. Should an employee become dissatisfied with their SafeVision progressive lenses within 4 months of the invoice date, SafeVision will remake the progressive lenses one time, at no charge.

PRESCRIPTION & FRAME CHANGES

DOCTOR'S CHANGES – RX & FIT

SafeVision will replace doctor's prescription/order change, one time per order, at no charge. The change must be within 6 months of the invoice date and within the original invoice amount. More expensive replacements will be charged the price difference.

CANCELLATIONS

If lenses are not yet in process, usually within 12 hours, prescription changes can be made at no charge. If lenses are already in process, this change will be considered as the one-time Doctors Change listed above. If lenses have shipped, no credit will be issued.

EMPLOYEE PREFERENCE CHANGES

Changes due to employee preference are not warranted but will be accommodated one time per order. Employees must keep the company-paid firstpair . If within 2 months, the employee wishes to purchase a more preferred pair, it must meet the company profile. A 50% discount off the employer's price will apply. The employee may be responsible for the cost of the new eyewear based on the company program.

LAB REMAKES

SafeVision will replace any lab errors, if within 6 months of the invoice date and within the original invoice amount. More expensive replacements will be charged the price difference.

REPLACING LENSES UNDER WARRANTY

If an Eye Care Professional requests safety lenses as replacements for warranty, insertion of safety lenses is considered part of the manufacturing process. As such, we will remake a complete pair if a Pentax or SafeVision branded frame was used on the original order. If an outside vendor frame was used on the original order, SafeVision requires the frame be returned to our Ramsey lab for inspection and lens insertion.

REPLACING FRAMES UNDER WARRANTY

If an Eye Care Professional requests a new frame as a replacement for warranty, insertion of safety lenses into the new frame is considered part of the manufacturing process. As such, we will remake a complete pair of prescription safety eyewear if a Pentax or SafeVision branded frame was used on the original order. If an outside vendor frame was used on the original order, SafeVision requires the frame be returned to our Ramsey lab.

USER SUPPLIED FRAMES

SafeVision will not warrant any lab breakage of a previously used, employee supplied frame. All user supplied safety frames must be marked with Z87-2+ on the frame, per the ANSI Standard Z87.1 for Rx spectacles. The Standard lists frames marked Z87 or Z87+ as non-prescription (plano) frames. It is SafeVision's policy to not make prescription lenses for these plano marked frames, without specific documentation from the frame manufacturer that they meet the standard for Rx-able (spectacle) frames.

EMPLOYEE CO-PAY

SafeVision no longer accepts personal checks or money orders for employee co-pay orders. A credit card secured through SCCID must be used.

AWAITING REPLACEMENT EYEWEAR

Employees waiting for their replacement safety eyewear should consult their company for recommended temporary eye protection. Damaged frames or lenses should not be worn in the workplace as they can compromise the safety of the employee. Any warranty replacement claim should be made through Customer Excellence Center at 800-982-2828. A Return Material Authorization (RMA) number will be assigned.