

Independent Lens Specialists Ltd

Trading Terms and Warranty Policies

Payment is due by the 20th of the month following the date of invoice. Customers having overdue accounts may be precluded from participating in any special deals, discounts bonus payments, redemptions, rebates and all other incentive programs until their account is within trading terms

Independent Lens Specialists may charge interest at current bank rates for any amount overdue

Continued failure to meet these payment terms may result in debt collection procedures being initiated

All prices are subject to change without notice and are exclusive of GST

All tinting of customers' own lenses is accepted on a "Client's own risk" basis. This includes scratches and/or breakages of lenses

No responsibility will be taken for colour match on any single eye tint ordered. This includes multi-coating of lenses

Credits will only be issued for:

Products returned due to faulty workmanship (within 30 days of original invoice)

Lens warranties as per manufacturer's policy

Lenses that fall outside the AS/NZS ISO 21987:2011 standard for fitting and prescription tolerances

Progressive Warranty

This warranty will operate subject to the following conditions:

There has been no change to the prescription, lens material or treatments

There have been no dispensing errors

Replacement lenses will be invoiced to original purchaser's account

Credits will be issued on replacement lenses only upon receipt of the original lenses along with a copy of the original order and invoice number

Add-on processes, e.g. multi-coating and tinting will also be covered by this warranty, but it will exclude any fitting related charges

Kodak/Alpha progressive warranties are effective for 3 months from date of the original invoice

All other progressive warranties are subject to Independent Lens Specialists Ltd receiving a credit from the original supplier

Credit card payments

Independent Lens Specialists accepts credit card payments using Visa and Mastercard. Credit cards are charged 10 days from statement

American Express card payments will incur an additional surcharge of 2.5%