



# FEA Policies



**FEA INDUSTRIES, INC.**  
Focused on Technology

[www.feaind.com](http://www.feaind.com)  
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# Policies

## RMA Process

When returning items, the original invoice and replacement invoice must accompany the returned product(s) with a completed RMA form. RMA forms and invoice copies are available online. If these forms are not supplied, the items will be returned to you, the customer. A copy of the original invoice and the replacement invoice must be included.

Items received by the tenth of the month will be processed and will appear on the current month statement. Items received after the tenth of the month will be applied to the following month statement. Credits are issued in the form of an account credit only. In order to ensure a smooth credit process, cash refunds are not available.

Items must be returned within forty five days of replacement invoice date, otherwise credit will not be issued. Returned items are held for ninety days and then discarded; any inquiry on returns should be made during this period. In order to received credit for an order, a replacement order must be placed. The replacement may be either stock or surfaced.

## Processing Time for Credits and Warranty Replacement

Products returned to FEA for warranty replacement will be processed as quickly as possible. Products returned for credit that are received by the tenth of the month will be processed and will appear on the current month statement. Items received after the tenth of the month will be applied to the following month statement.. Please do not deduct then credits in advance from payments.

## Returning Products to FEA

Customers are advised that when sending any items to FEA that a shipping method that provides tracking and requires a signature be used. FEA will take no responsibility should the articles be lost or damaged.

## Invalid Credit Reasons

- Lenses that break, scratch, or are otherwise rendered unusable during edging.
- Orders are read back when they are taken, so phone errors are not valid.
- Web keying errors.
- Intentional scratching, breakage, dog bites, etc.
- Polycarbonate lenses exposed to acetone, neutralizer, or other corrosive substance.
- Customer duplicated orders
- Customer cancellations
- Tinted polarized or photochromatic (including Transitions) lenses
- Edging errors
- Non Adapt where the seg height used is below manufacturer recommended height
- Inability to tint lenses that were not ordered with a tintable hard coat
- Remakes ordered with the wrong invoice number





## Returned Lenses **MUST:**

- Match lenses on the accompanying invoice
- Be in plastic bags, not taped to the paperwork
- Be returned in their original condition (no edging, tints, etc.) to get credit for wrong Rx or received defective reasons
- Be sent back to FEA to receive a missing service (such as tint or AR coating). Do not order a new pair of lenses.

## Ordering

ALL lens orders **MUST** contain all of the measurements of the frame which determine cut out and thickness of the lens. (A, B, DBL, and ED). These measurements must be accurate to ensure correct lens sizing and thickness. Customer assumes responsibility for any errors caused by incorrect frame measurements. Frame information must also include the correct frame type, such as metal, plastic, groove, rimless, wrap, etc. This ensures correct thickness, base curve and beveling. We will not assume responsibility for incorrect lenses, patterns, frames, or measurements supplied by the customer.

Customer assumes all responsibility if a specific thickness, material, or base curve is incorrectly ordered, or will not otherwise work in a given frame.

## Order Cancellation

Specialty factory orders cannot be canceled once the order has been placed. Once any lens has been ground or edged it cannot be canceled. Orders duplicated by the customer can not be canceled once they have been ground or edged.

## Web-Based Orders

FEA will not assume responsibility for orders placed incorrectly via our website. This includes, but is not limited to: keypunch errors, typos, or incorrect selections.

If you can't find what you want to order, please call customer service.

## Surfaced – Uncut Lenses

Customers who wish us to edge, re-tint, or resurface a customer-supplied lens will assume responsibility for breakage. See Customer supplied Lenses.

There is NO warranty for polycarbonate lens stress fractures. We recommend using trivex.

## Finished Jobs

All warranties are void in the event of modification of the original prescription. Tinting, edge polishing, and reshaping of lenses are examples of modification.

Drilled mount lenses are not warranted against breakage, unless the lens material used is trivex.

If an advance lens order is placed with a frame to follow and the frame does not arrive within twenty calendar days, we will assume the job to be canceled. If the lenses were custom ground, the customer will still be invoice price.

## Stock Lenses

All stock lenses must be returned in the original manufacturer's bags free of all personal markings. All overstock exceeding 20 pair must have prior authorization before returning. A 20% restocking fee will apply. Stock lenses with specially ordered tints or coatings are not returnable. Credit will not be given for lenses returned without the manufacturer's bag. The lens inside the bag must be the same as marked on the bag. If not, credit will not be issued. Stock lenses are not warranted for scratch warranty or A/R failure do the product's price point.





## Customer Supplied Lenses

All customer's lenses are processed at the customers risk. If a supplied lens has a warranted process applied to it, the warranty will be voided.

## Frames

We will not assume the responsibility for frame breakage on any used frame or for patients own lenses in any frame used.

Credit will not be issued for lenses due to a customer frame change or frame restyling.

All frames purchased from FEA have a one year manufacturer warranty for defects. When returning the frame, the original invoice must be supplied along with the replacement order.

Undamaged frames supplied by FEA will be subject to a restocking fee of 20%.

Any frames sent in to FEA must be accompanied by a Customer Frame form (available online). This is to ensure that we are aware of what the contents of a box containing frames should be, as well as to tell us what the estimated value of a frame is. If no Customer Frame form is submitted, or an approximate value is not declared for a frame, frame value will be capped at \$15.00

FEA is not responsible for damage to used, worn, or decrepit frames, or any pre-existing damage or non-standard modifications.

## Coupons

All manufacturer coupons must be sent to FEA with the applicable invoice before the expiration date of the coupon. Even if the order is placed before the expiration date, the coupon must be received prior to expiration.

## Doctor Rx Change

Doctor's changes are honored on warranted progressive lenses only. Credit will be issued for 100% of the invoice price. This includes extras such as tints, A/R, drilling, etc. Products must be return within ninety days from date of manufacture.

## Payments and Terms of Sale

All accounts that are on weekly or monthly credit card status will be charged automatically. Weekly accounts are charged every Wednesday. Monthly credit card accounts are charged on the 15th of the month (or the closest following business day). Should a charge be denied, the account will be automatically placed on immediate credit hold and unable to place more orders with FEA until payment is received. Checks must be postmarked by the 10th of the month.

In the event of a bounced check, a \$35.00 service fee will be charged for each returned item.

## Inactive Customers

An account that has not done business with FEA for over twelve consecutive months will be considered inactive. If the account wishes to become active, it will be necessary to fill out another credit application and go through the credit approval process. Once approved, the original account number will be reactivated.

An account will also be considered inactive when an account purchases less than \$500.00 per month. All warranties are void if the account is inactive.





# Definitions of Warranties

## CHC Thermal Dip Coating Warranty

CHC coated lenses include the FEA Two Year Warranty for scratching. The warranty is voided if the coated lenses are used for safety or industrial applications. This does not include intentional, excessive (dog bites) and manufacturing damage. Rx, frame, material, color, or any other changes to the new pair will void the warranty. The new pair must be the same as the original invoice. The warranted lenses must be returned to FEA within ninety days from date of manufacture of the replacement pair. Full credit will then be issued. During the warranty period, new lenses will be made a maximum of two times.

## Factory Scratch Resistant Warranty

All factory scratch coated lenses are guaranteed against scratching for a period of one year from the date of original manufacture of the Rx. This includes scratching and anti-reflective coating failures. This does not include intentional, excessive (dog bites) and manufacturing damage. Rx, frame, material, color, or any other changes to the new pair will void the lifetime warranty. The new pair must be the same as the original invoice. The warranted lenses must be returned to FEA within ninety days from date of manufacture of the replacement pair. Full credit will then be issued. The one year warranty covers a period of one year from the original manufacture date. During the warranty period, new lenses will be made a maximum of one time.

## Progressive Lens Adaptation Warranty

All progressive lenses have a ninety day patient non-adaptation guarantee. For a period of ninety days from the date of original manufacture of the Rx. The warranted lenses must be returned to FEA within ninety days from date of manufacture of the replacement pair. Full credit will then be issued. During the warranty period, new lenses will be made a maximum of one time.

## FEA's One Year Warranty

FEA's one year warranty covers only normal wear and care of the lenses for a period of one year from the date of original manufacture of the Rx. This includes scratching and anti-reflective coating failures. This does not include intentional, excessive (dog bites) and manufacturing damage. Rx, frame, material, color, or any other changes to the new pair will void the lifetime warranty. The new pair must be the same as the original invoice. The warranted lenses must be returned to FEA within ninety days from date of manufacture of the replacement pair. Full credit will then be issued. The one year warranty covers a period of one year from the original manufacture date. During the warranty period, new lenses will be made a maximum of one time.

## FEA's Lifetime Warranty

FEA's lifetime warranty covers only normal wear and care of the lenses for the life of the Rx. This includes scratching and anti-reflective coating failures. This does not include intentional, excessive (dog bites) and manufacturing damage. Rx, frame, material, color, or any other changes to the new pair will void the lifetime warranty. The new pair must be the same as the original invoice. The warranted lenses must be returned to FEA within ninety days from date of manufacture of the replacement pair. Full credit will then be issued. During the lifetime period, new lenses will be made a maximum of three times.

## Transitions Brand Satisfaction Guarantee

Transitions brand lenses are warranted for manufacturer defects and patient satisfaction only. Lenses returned for the sixty day patient satisfaction guarantee must be returned within sixty days from date of manufacture. Manufacturing defects must be returned within ninety days. Transitions lenses which have been tinted are not eligible for this manufacturer warranty.

