

At the Vision-Ère Optometry Clinic, our professional team have one goal for their clients: the best ocular health and visual comfort. That's why you will benefit an excellent variety of high range products always covered by a remarkable guarantee.

Adjustment

Vision-Ère will verify, adjust and clean, free of charge, your prescription glasses and sunglasses bought with us, as often as necessary for as long as you will own them.

Frame

For any reason at all, Vision-Ère will repair or replace your frame if it should break or if there's a manufacturing fault, it doesn't matter the reason, and this, free of charge within the first year following the date we receive the order at our clinic. During the second year of the guarantee, if we must replace a piece of the frame, you will have to pay 50% of the price of the piece or 50% of the price of the whole frame, in accordance with the supplier's politics. If for a reason or another, a change of lenses is necessary, you will pay just 50% of their price. Also, if for a reason or another, you are not satisfied or regret your choice of glasses and you wish to change your frame, you will have 60 days starting from the date we receive your order at our clinic to do so. You'll have to pay 50% for the 2nd frame and the ophthalmic lenses will be replaced free of charge in exchange for the anti-scratch guarantee.

Ophthalmic lenses

Vision-Ère will replace if need be your ophthalmic prescription lenses, treated anti-scratch and anti-reflection, within one year following the date we receive your order at our clinic. This guarantee is limited by one replacement by lens. If in the second year of your guarantee you have to replace the model of your frame because it is broken or no longer available we will replace your lenses at 50% with your initial prescription.

Adaptation

Vision-Ère professionals will replace your glass lenses or contact lenses up to 60 days following the reception date or your order at our clinic, if you feel a persistent and uncomfortable visual problem resulting from the adaptation to your prescription. No credit will be allowed for lenses of inferior value. The client will have to pay the difference when buying lenses of superior quality. This guarantee applies for prescribed glasses by one of our optometrists and made at Vision-Ère.

Sunglasses

Sunglasses with or without a prescription are guaranteed one year against manufacturing faults. Vision-Ère will replace your sunglasses by the same model or by an equivalent model value if that one isn't available. Sunglasses are not covered against unusual breakage, stripes, a loss or theft.

Laboratory service on hand

At Vision-Ère, thanks to our laboratory service on hand, your glasses are ready the same day, for many prescriptions. Also, at the same time of your lens change because of the anti-scratch guarantee you will be without your glasses only one day instead of one week.

Refund Policy

Our commitment towards good quality ensures you that our prescribed products which we are selling you to correct your vision are specifically conceived to answer your personal needs, according to parameters which are unique for you. Also your purchase includes: service from a qualified person to advise you in your choice of products. So, we can't offer you a refund once a partial or complete payment has been received.

Application Guarantee

To benefit from the guarantee, you must bring the merchandise in question in the expected period. The guarantees do not apply in the case of loss, theft or prescription modifications.

Exclusion

The guarantee does not apply for security glasses, fixed price (global price frame and lenses) or other ocular protectors.

We want to thank you for your trust and for encouraging local jobs.