

Refund/Cancellation Policy

Due to the time involved and the custom nature of eyewear; **all sales are final.**

Prescriptions lenses are custom made and full refunds are NOT possible, each order will result in minimum fees for the lab and materials. Gentilly Vision Source will look at each order case by case and do the best for long-term outlook.

Frames will be refunded up to 100% if returned within 30 days and in good condition.

Contacts will be refunded bases on individual manufacture return policies.

Unclaimed Property Policy

All orders (contacts and glasses) must be picked up by patients within 6 months of the order being ready. It is the responsibility of the patient to confirm the office has updated phones numbers to receive notifications that the orders are ready. Failure to update contact information and/or failure to pick up orders in a timely manner, will result in the order being considered abandoned.

Once the order is considered abandoned, the office will hold the order for 2 more weeks then dismantle.

No refunds will be issued and no insurance benefits will be reinstated.

