

# THE FINE PRINT

## PLEASE SEND ALL RETURNS TO:

**ELOA STOCKHOUSE**  
**ATTN: RETURNS DEPARTMENT**  
**2435 Spiegel Dr**  
**Groveport, Ohio 43125**

## FINISHED STOCK LENS RETURN POLICY

- All returns must be submitted via the Online Return Portal prior to shipping products back in order to obtain an RMA. Not including a completed RMA form with your returned package may result in having the return be denied.
- To access the online return portal please visit: [www.eloastock.com](http://www.eloastock.com) > My Account > Returns
- Product must be returned to ELOA STOCKHOUSE within 12 months of invoice date. Including a copy of the original invoice is highly recommended. If the invoice is not included, the return may be credited at the lowest published or promotional price.
- Granting permission for the Returns Department to discard non-returnable product is available using the Online Return Portal.
- Damaged product must be shipped back to ELOA STOCKHOUSE within 30 days of receipt in office. If the product was received damaged, this must be noted on the RMA form.
- Undamaged returns will be credited at the full price for which product was originally purchased as long as the invoice is included.
- If policy requirements are not met, ELOA STOCKHOUSE reserves the right to determine credit amount.
- Product must be in resellable condition and not discontinued to be returned.
- ELOA STOCKHOUSE is unable to accept returns on the following lenses:
  - CR-39 Uncoated / Nalco® (65mm)
  - CR-39 Uncoated / Nalco® (70mm)
- ELOA STOCKHOUSE reserves the right to require a cover order for finished stock lens returns as follows:
  - Any return greater than \$500 must be accompanied by a new order totaling at least 130% of the return dollar value. For example, a return of product billed at \$500 will require a minimum order of \$650 worth of product. The cover order must be placed within 60 calendar days of the date which the warehouse received the return, or else the product may be sent back at the sender's expense.
  - Newly discontinued lenses

### **Scratch Resistant Warranty**

- This warranty applies to scratches, peeling, or crazing under normal use. Lenses that are abused, extremely scratched, chipped, broken, or damaged during processing are not covered under this warranty.
- TD2 and Viso products are warranted against scratching on both sides of the lens for two years. During that time, if a lens becomes scratched, we will replace it with an exact duplicate of the original prescription.
- All scratch resistant coated lenses are under a 1 year, 1-time warranty.

### **Anti-Reflective Warranty**

- This warranty applies to scratches, peeling, or crazing under normal use. Lenses that are abused, extremely scratched, chipped, broken, or damaged during processing are not covered under this warranty.
- Crizal® No-Glare lenses are under a 2 year, 2-time warranty.
- Optifog® lenses are under a 2 year, 2-time warranty.
- Synergy™ Crystal lenses are under a 2 year, 1-time warranty.
- All other anti-reflective coated lenses are under a 1 year, 1-time warranty.
- ELOA STOCKHOUSE will issue a credit for the original lenses under warranty as outlined above after customer purchases replacement lenses and with the following conditions:
  - Both original and replacement lenses must be of the same prescription.
  - Invoice for replacement lenses must be included with the return.
  - Original lenses must be returned inside replacement envelopes.

## DISCLAIMERS

- The document supersedes all previous lists, schedules, and catalogs.
- We reserve the right to change prices and policy without warning due to manufacturer regulations.
- Prices & policy listed in this document are subject to change without prior notice, orders accepted are subject to prevailing price at the time of billing.
- ELOA STOCKHOUSE is unable to accept responsibility for the following:
  - Product damaged in transit. We recommend that all returns are shipped in sturdy boxes and include adequate padding to protect product.
  - Returns not received. All returns should be shipped via a traceable delivery service.
  - Return shipping fees for non-qualifying and non-returnable products
- All credits are final after 60 days of credit memo issue date.
- Accounts returning product in excess quantities may have their return privileges revoked at the discretion of ELOA STOCKHOUSE.
- This policy is effective as of August 22, 2022, and is subject to change at any time without notice. All product purchased prior to the new effect date will revert to previous period policy guidelines.



ESSILOR  
**STOCKHOUSE**