

# THE FINE PRINT.

**RETURNS MUST BE SHIPPED TO:**  
**ELOA STOCK HOUSE**  
**ATTN: RETURNS DEPARTMENT**  
**160 LEGRANDE AVE**  
**NORTHVALE, NJ 07647**

## **GENERAL RETURN POLICY**

- Product must be returned to ELOA Stock House within 120 days of invoice date with a copy of the original invoice.
- Damaged product must be shipped back to ELOA Stock House within 30 days of receipt in office.
- Undamaged returns will be credited at the full price for which product was originally purchased.
- If policy requirements are not met, ELOA Stock House reserves the right to determine credit amount.

## **FINISHED STOCK LENS RETURN POLICY**

- Product must be in resellable condition to be returned.
- ELOA Stock House is unable to accept returns on the following lenses:
  - CR-39 Uncoated / Nalco® (65mm)
  - CR-39 Uncoated / Nalco® (70mm)
- ELOA Stock House 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.
- Warranties
  - 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.
    - 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.
    - 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 Stock House 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 Stock House 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.
- 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 Stock House.
- This policy is effective as of February 1st, 2019, 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.