



## Terms & Conditions

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**All Warranties & Credit Requests need to be specified at the time of remake/return including an appropriate credit request form with original order details including invoice number, reference, lens type and reason for credit request.**

### Lenses

- Credits may be approved for lenses less than 12 months old, deemed not mistreated, when accompanied by the appropriate credit request form detailing original invoice date, reference and an explanation of the reason for credit.
- Any lenses returned for credit are subject to inspection by our Quality Control personnel and credits will be approved for lenses which have attributes which fail to conform to the requirements of the relevant Australian standard.
- Mistreatment of lenses will not be considered cause for returning for credit.
- A credit for faulty coatings will be issued once a credit has been received by RxSafety from our original supplier

### Non Adaption

- Non Adapts are accepted for segment height adjustment and non adaption to progressive lens designs within 3 months of invoice date. This warranty does not apply to power changes, script changes or frame changes.
- The original job and the new order for lenses must be received at the same time, we will not accept without original job.
- Non adaption claims are contingent upon the remake lens (es) being ordered from Rx Safety originally.
- Non adaption is valid for 3 months from the invoice date.
- Multifocal Non adapts can be changed to either Bifocal or Single Vision lenses.
- Multifocal lenses will be replaced with an alternative product. The replacement job will be charged normally, and the credit note will be issued when our supplier gives credit. The credit note will be issued on the lower priced invoiced lenses.
- Access & Vocational lenses are classified as full progressive lens and are covered by progressive lens warranty.
- Warranty claims are only valid for one claim on original set of lenses

### Customers Own Lens Fitting

- Fitting or alterations of clients own lenses are done on a 'client's own risk' basis. This includes scratches and / or breakages.

### Multicoat

- Multicoating can only be applied to polycarbonate and Trivex substrates for safety applications. Multicoating is covered by a 2 year warranty from date of invoice.
- All multicoated lenses returned for credit are subject to inspection by our Quality Control personnel and credits will be approved for lenses which have manufacturing flaws
- Mistreatment of lenses is not cause for returning for credit

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### Chemical Resistance

- Customers are reminded that polycarbonate lenses, whilst the strongest available lens material, have poor chemical durability. Where chemicals which can attack polycarbonate are present in the workplace it is suggested that an alternative lens material be used. Warranty for polycarbonate lenses affected detrimentally by chemical attack will not be applied
- Customers are advised that certain commercial screw glues can cause polycarbonate to crack. Lenses damaged in this way are precluded from warranty
- Customers are advised that certain commercial lens cleaning aerosol sprays contain propane which is known to affect polycarbonate lenses

### Stock Lenses

- When ordering 2.0 mm minimum thickness stock lenses, please note on order, otherwise the lenses may be ground
- The 2.0mm polycarbonate stock lens range is +3.00 / -6.00 sph with a -2.00 cyl
- Stock lenses are unsuitable for use in any 8 base frames
- Stock lenses are unsuitable for Multicoating or Tinted jobs
- There are no Trilogy or CR39 stock lenses of suitable thickness for safety lenses

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## Safety Frames

### Returns/ Repairs

- All frames are covered by a 12 month warranty
- All frames returned for credit are subject to inspection by our Quality Control personnel and credits will be approved for frames which have attributes which fail to conform to the requirements of the relevant Australian and New Zealand standard.
- Prescription Safety spectacles are designed to withstand an impact and once they have sustained this impact they require replacement. The impact can be in the form of being sat on, stood on, or dropped or from a projectile hitting the spectacles. These and similar impacts are not the basis of warranty claims
- We will charge 20% restocking fee apply on all unused frames being returned for credit
- Faulty frames that have not been mistreated, which are less than 3 months old will be replaced under warranty
- Frames which show evidence of mistreatment shall not be awarded credit
- All frame repairs need to be done by Rx Safety in house as per our license
- Unacceptable, obsolete, or damaged frame returns will not be issued with credit
- We reserve the right to credit at the price prevailing at the estimated time of order, unless the return is accompanied by original invoices
- Repairs need to be completed by Rx Safety in compliance with the Australian Standard. If the job is repaired off premises the job will be deemed non safety and the safety card will be void
- Rx Safety cannot sell spare parts as per our license with SAI Global



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### Faults

- If lenses are deemed faulty and the frame is 6 months old or less from the date of the invoice we will replace the frame free of charge
- If lenses are deemed faulty and the frame is 6 to 12 months old from the date of the invoice, we will charge 50% of the frame replacement cost
- In case of faulty frame all repairs need to be completed at Rx Safety in compliance with the Australian Standard. If the lenses are “swapped” into another frame off premises, the job will now be deemed non safety and the safety card will be void

### Customers Own Frame Fitting

- Customers own frames are fitted at the customer’s risk
- Customers own frames can be fitted if the frames are new. Used frames have an indeterminate history and simple inspection is unable to establish the extent of frame damage, if any. The exception to this policy is spectacles which are returned by the customer for non-adaption, in this event the frames can be considered intrinsically new and thus reused.
- Faulty own frames found during manufacturing will be returned to the customer and the customer informed
- Customers own frames can be fitted with safety lenses, but the frame must comply with our license and must belong to our list of certified and compliant frame list.

### Side Shields

- All Jobs that have been returned for Side Shields replacement are subject to inspection by our Quality Control personnel and replacements will be approved for replacement or full charge, which will be advised before replacement
- Side Shields can only be repaired/replaced here at Rx Safety
- If side shields are deemed faulty and the job is 6 months old or less from the date of the invoice we will replace the side shields free of charge
- Pair of side shields cost \$6.00 ex GST per pair

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## Other

### Job Cancellations

- Jobs cancelled prior to surfacing will not be invoiced. Should the lens surfacing have commenced the job will be continued until surfacing is complete and the client has the option of deciding to accept the lenses only or for the job to be completed. The client will be charged for lenses only or the complete job depending on the client’s decision

### On Hold Jobs

- Jobs that have been placed on hold by the customer will be followed up by Rx Safety 4 days after being placed on hold



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- Jobs received with an issue will be followed up, if issue not resolved in follow up the job will be placed on hold
- Any jobs that are not resolved within 2 weeks from when the job is received will be returned to the sender or canceled.

### Duplicated Jobs

- Jobs that have been duplicated need to be assessed by Rx Safety office staff, the decision about costing will depend on when we received each job and what will be charged.
- Duplicate Jobs that were received on the same day and were not picked up by office staff will receive full credit

### Replacement of Safety Card

- A fee will apply for a replacement card if lost or misplaced

### Payment Terms

- For account holders our standard trading terms are strictly 30 days
- We accept payment by Visa & MasterCard, and Electronic Funds Transfer.
- For non-account holders the goods must be paid for before dispatching by Visa or Master card over the phone or ETF into our nominated bank account. The funds need to clear in our account before dispatching the goods
- We do not accept American Express

### Freight

- A \$7.50 ex GST freight charge applies to all standard deliveries less than 1kg
- The rate of \$9.50 ex GST applies to deliveries between 1 kg and less than 3kg
- The rate of \$11.50 ex GST applies to deliveries over 3 kg
- The rate of \$15.00 ex GST applies to deliver Dive Masks
- Prescription dive masks will be returned at a rate of \$15.00 ex GST per parcel
- We use Toll for all freighting to Optical Practices; tracking is available for all packages.
- Prices subject to change

### Pricing

- Prices are subject to change without notice

***Rx Safety: Licensed makers of Certified and Compliant Prescription Safety Eyewear to AS/NZS 1337.6***  
***Rx Dive: Makers of glass prescription lenses for Diving Masks***  
***Rx Specialty: Makers of prescription glass & specialty lenses***