



Policies

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From everyone at Old Street Optometry, thank you for trusting us with your vision care needs. While we hope and expect that you'll love your new glasses, we understand that questions or concerns can sometimes arise after patients leave the clinic. We therefore think it's important to clarify how we handle these types of issues before you leave and start hanging your new glasses on your nose.

Rechecks

If for some reason your prescription just doesn't feel right, give us a call. Certain prescriptions take some getting used to, so we sometimes might suggest trying a little longer. Where it might be a different problem, we would be happy to see you again to make any necessary adjustments and will do so free of charge if you call us within 60 days of receiving your glasses from us.

We are unfortunately unable to offer a free recheck if you decide to purchase glasses elsewhere. This is because concerns often arise due to problems with the lenses and not from problems with our doctors' prescriptions. We cannot warrant that lenses purchased elsewhere have been made correctly and cannot devote the doctor's time to rechecking a prescription that may have been entirely suitable but for errors or quality defects in the lenses, which are outside our control.

Not all issues require the doctor's involvement to resolve. Follow-up appointments with the doctor are only permitted where necessary and patients are limited to one follow-up appointment with the doctor after each paid exam. Patients requesting more than one follow-up with the doctor or who request a recheck after the applicable time periods will be required to pay a fee.

Prescription Changes

If, after a recheck, the doctor thinks that a change to your prescription is warranted, we will order you a new set of lenses free of charge. We can only offer one new set of lenses per pair of glasses and only upon the doctor's recommendation.

Frame Warranty

Select frames are covered by a limited manufacturer's warranty protecting against manufacturing defects. Damage caused by misuse is generally not covered. Warranties vary by frame supplier and are subject to the manufacturer's terms and conditions. In most cases, the warranty extends for a year after the date of pickup.

Please contact us directly if you think you may have a warranty claim. We will liaise directly with the frame supplier on your behalf regarding any valid warranty claims.

Other Cases

Your glasses are as unique as you are. Unlike many types of products, used eyewear cannot be easily resold. For this reason, we regret that except for the situations noted above, the sale of prescription and non-prescription eyewear is final and not subject to refund.