

Refund Policy

When you pay your statement balance online, if an overpayment is made, or if you make a payment and insurance later pays leaving you a credit, you will be informed of the credit and given the following options:

- To leave the credit on your account to save for future products or services.
- Transfer the credit to the account balance of family member (if applicable)
- Request a refund by check, or by credit card. Refunds by check will be returned with 15 days of request.

Return Policy

If you desire to return a product you purchased from Progressive Eye Care, please be advised:

- You have 14 calendar days to return an item from the date you received it.
- Only items that have been purchased directly from Progressive Eye Care may be returned.
- Items returned must be in saleable condition.
- New eyeglass frames may be exchanged for a different frame one time within 14 calendar days of original purchase. Additional exchanges will incur a restocking fee.

Items that are ineligible for return, include:

- Opened boxes of soft contact lenses.
- Opened bottles of cleaning solution.
- Custom contact lenses that are outside the manufacturer's warranty period.

Please contact our staff at 801-676-2020 with any questions.

Progressive Eye Care, LLC, 3556 W 9800 S #104, South Jordan, Utah.