

# MYOPTICS

## FRAME WARRANTY CLAIM / BRAND ROTATION FORM

### Dear customer

We have recently made positive changes to our accounting systems in the interest of improving service and avoiding delays to our customers. To enable us to process your credits or returns efficiently and promptly please assist us by completing the following when returning any items:

### IMPORTANT TERMS AND CONDITIONS FOR WARRANTY CLAIMS

1. Warranty period is 12 months from dispensing
2. Warrantys only cover the part of the frame which is faulty.
3. Delivery costs are credited based on the age of the frame at our discretion.
4. Deliveries are made by Mercury couriers locally and normal post for outlying areas
5. Speed post can be requested at your cost
6. No speed postage costs are credited.

### We require the following

Date of return \_\_\_\_\_

1. Your Myoptics account number \_\_\_\_\_
2. The products original invoice number \_\_\_\_\_  
(Preferably a copy too)
3. The replacement parts invoice number \_\_\_\_\_  
if already received.
4. Copy of your patients invoice with the purchase date and frame details
5. The reason for the claim / rotation

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Please ensure all promotional items and cases are returned where necessary

Claims cannot be processed without the above information.

Myoptics

Management