



Optical Return Policy

(EFFECTIVE OCTOBER 2022)

At EWO, each pair of eyeglasses is custom made to order, and we are happy to service all of our products as well as guarantee their quality and workmanship. Because of the custom nature of the eyeglasses, we are not able to accept returns.

Warranties are available by each frame brand and/or your insurance company. All warranty policies vary based on the provider. Warranties are only in effect for the duration offered by the manufacturer, insurance company, etc. and are not extendable, beginning at the time of the original order.

Doctor Changes and Non-Adapts:



We will honor a one-time Rx change made by the doctor up to thirty (30) days following the original order. Subsequent changes will incur additional charges.

Warranty Limitations:



Please note that warranties are available only as the manufacturer policies permit, we do not have the ability to make exceptions or changes to manufacturer warranties.

Contact Lenses:



Unopened boxes of contact lenses may be exchanged for another brand without refund within 90 days of purchase.