

Frequently Asked Questions

How can I contact Member Services?

&DOOIRUDXWRPDWHHOSLYHMO SLVDOVR

DYDLODEOH VHYHQ GD\ V D ZHHN 0RQGD\)ULGD\ D P S P _
6DWXUGD\ D P S P _ 6XQGD\ S\PPH S P (DVWHUQ
77<VHUYLFHV

:KDW IUDPHV DUH LQ 'DYL V 9LVLRQ\ V &ROOHFWLRQ"
2XU &ROOHFWLRQ R\HUV D JUHDW VGHVLFVLRQ RI IDVKLRQDEOH DQG
IUDPHV PRVW RI ZKLFK DUH ERQGHHG RQ WXWIO
PHPEHUV VHOHFW D &ROOHFWLRQ IUDPH /RJ RQ WR RXU PHPEHU :HE VLWH
DW GDYLVYLVLRLQ FRP DQG WDNH D ORRN

When will I receive my eyewear?

RXUHHZDUZOOEHBOLYHUHWRRXUQHWRZUN SURYLGHU HUDOO\

ZLWKLQ ;YH EXVLQHVV GD\ V RS URHUGHULSWERQSW 6SHFLDO
OHQV FRDWLQJV SURYLGHU IUDPHV RU WRKKW RI VWRFN IUDPHV PD\ GHOD\
VWDQGDUG WXUQDURXQG WLP

'R , QHHG D FODLP IRUP"

&ODLP IRUPV DUH RQO\ UHTXLUHG LSWRXYLVLW DQ RXW RI QHWZRUN
&ODLP IRUPV DUH DYDLODEOH RQ RXU PHPEHU :HE VLWH

&DQ , VSOLW P\ EHQH;WV"

<RX PD\ VSOLW \RXU EHQH;WV E\ UHFHLYLQJ \RXU H\H H[DPLQDWLRQ DQG
H\HJODVVHV RU FRQWDFW OHQVHV RQ GHULHUHQW GDWHV RU WKURXJK
SURYLGHU WRFRDWLRQ\H \RXU EHQH;W YDOXH ZH UFRPPHQG
WKDW DOO VHUYLFHV EH REWDLQH G IURP D QHWZRUN SURYLGHU

&DQ , XVH DQ RXW RI QHWZRUN SURYLGHU"

<HV KRZHYHU \RX UHFHLYH WKH JUHDWHVV YDOXH E\ VWD\LQJ LQ QHWZRUN
,I \RX JR RXW RI QHWZRUN SD\ WKH SURYLGHG WK DW WKH WLP RI
VXEPLW D FODLP WR 'DYL V 9LVLRQ IRU UHLPEXUVH PHQW XS WR WKH IROORZLQJ
DPRXQWV H\H H[DP _ VLQJOH YLVLRLQ OHQVHV _ ELIRFDO