

TERMS AND CONDITIONS OF SALE

ONLINE OPTICAL

Quality before your eyes



1. General

All sales are made subject to these terms and conditions. These terms and conditions replace any previously published terms and conditions.

2. Price

All prices are quoted in £ sterling per lens unless otherwise stated, exclusive of postage and VAT.

VAT will be charged at the rate in force at the time of despatch. The seller reserves the right to alter prices at any time.

3. Payment

Unless otherwise agreed in writing, payment is due by the 25th day of the month following invoice. Interest may be levied on all overdue amounts at the rate of 2% per month.

4. Delivery

Unless otherwise agreed in writing the place of delivery shall be the buyer's normal place of business.

5. Goods lost or damaged in transit

If the buyer has goods lost or damaged in transit, Online Optical Ltd will replace or credit for such goods, provided that the buyer reports such loss or damage in writing within 7 days of such an incident occurring.

6. Returns & queries

All returned goods must be accompanied by a copy of the original paperwork. Lenses supplied as uncuts will only be accepted for replacement, rectification or credit if returned as uncuts. Once a lens has been cut, it is deemed to have been accepted unless specifically agreed in advance.

7. Cancellations & amendments

Online Optical Ltd reserves the right to charge for costs incurred up to the point when an order is either cancelled or amended.

8. Suitability of product

It is strictly the buyer's responsibility to specify the lens type, refractive index and other details relevant to the end users satisfaction with the finished spectacles. We will be more than happy to advise and calculate lens substances and any other details if we are asked to do so before we start to process an order.

9. Tolerances

Tolerances are in accordance with BS 2738-1 : 1998 & BS 7394-2 : 1994 for mounted lenses.

10. Half pairs to match

When ordering half pairs the customer must state the exact lens type required, the height of the optical centre above a bifocal segment or the prism thinning required in a varifocal lens. We can not guarantee colour matching when ordering half pairs of tinted, photochromic or HMAR coated lenses.

11. Re-glazing old frames

Every care is taken when handling all frames, but we cannot accept responsibility if breakages occur to patients own or discontinued frames.

12. C E marking

All ophthalmic lenses supplied by Online Optical Ltd are intended for patient use and meet the requirements for class 1 products of the Medical Devices Regulations 1994. All lens packaging displays the CE mark.