



Thank you all for your continued support of Pinnacle Optical, we sincerely appreciate your business. Attached is our price list, which is also available online on our website www.pinnacleoptical.com after site registration. As we all know, the optical industry is constantly changing with new lenses and materials and our goal is to keep you and your staff informed and educated on current as well as new products and procedures. Pricing will be updated regularly online so you can always have access to the latest. Also, please take a minute to look at our Resource Library online, with information on lenses categorized in convenient folders. It's a great source for availability and technical information.

The price list attached is the current online document and it has a bit of a different format for ease of adding new products as well as for Internet access and downloading. Each lens is priced as uncut with finishing and other options on the final page. After customer feedback, we feel as if this is a much easier way to find the information you need to check costs and to see exactly what you're paying. (The bold discount amount is figured at the maximum 25%.) The following volume discounts are available when the monthly statement is paid by the 15th of the month following statement date.

Monthly Purchases:

Less than \$1000 = 5%
\$1,001 to \$1,999 = 10%
\$2,000 to \$2,999 = 15%
\$3,000 to \$5,999 = 20%
\$ 6,000 + = 25%

Patient Satisfaction Policies:

Rx, design, or material changes to the original order, will be made as follows:

- If within 0 – 60 days: One time remake at no charge
- Between 60 – 120 days: One time at a 50% discount
- After 120 days, your normal earned discount will apply.

Lens options, material changes, tints and coatings not originally ordered will be invoiced at your normal price.

Scratch Replacement:

Under normal patient use, scratch resistant coated lenses will be replaced if scratched within one (1) year from original shipment date. Replacement lenses will be made one time at no charge with the exact prescription as previously ordered. TD2 is warranted for two years.

Lab Errors:

All remakes due to lab error will be processed to original RX specifications at no charge within 60 days.

Please specify the reason for requesting a remake when calling in your request and provide the lab with the invoice number.

Anti-Reflective Coating:

All Crizal products carry a lifetime warranty for scratching and coating fractures as long as the original Rx remains in the original frame.

On our Performance EZ, we will remake the lenses one time at no charge, within two (2) year of shipment date under normal wearing and cleaning conditions. Please return the lenses with a copy of the original invoice at your earliest convenience.

Drilled Rimless Warranties:

Any RX submitted for drilled rimless finishing using Trivex or high index 1.60 or 1.67 materials will be warranted in accordance with manufacturer's specifications. We offer a lifetime warranty on the above materials against drilling defects.

CR-39, mid-index and glass will no longer be processed in drilled rimless frames.

Telephone Errors:

The customer is responsible for the accuracy of a telephone order after it has been read back.

If an error does occur, the remake will be invoiced with a 50% discount.

Cancellation of Orders and Rx Changes Charges:

If lenses are not yet in process, Rx changes and cancellations will be made at no charge.

If lenses are already in process, a 50% credit will be issued.

Frames:

- The lab recommends you retain a copy of your airbill for tracking purposes for any frames (or lenses) shipped to Pinnacle Optical via UPS or other means. Please do not use staples on any items shipped for processing or return.
- Occasionally, a "cold solder joint" will break loose on a frame. Frames with defective solder joints will be returned to you so that you may exchange them with the manufacturer.
- Previously worn frames may not withstand the stress necessary to mount the lenses. The lab will not accept responsibility for damage to these frames.
- When sending a frame, please provide the account name, account number, patient name, and the date of the original order. Please, do not rewrite a new Rx as this will create a duplicate order.