



# Rx Fulfillment Frequently Asked Questions (FAQ)

## 6 Important Information

### FAQ

Q: Can I send my Optometrist's prescription instead of completing the attached form?

A: Yes. However, please provide all shipping and billing information.

Q: What type of lens material will be used in the Rx Carrier?

A: Revision Eyewear will fill single vision prescriptions using polycarbonate lenses within the Rx carrier to ensure the same protective capabilities as the eyewear. However, other material, such as CR-39, can also be used but must be specified by the customer if required. Please note that only CR-39 material has been tested to the U.S. military impact resistance requirement, MIL-PRF-31013, clause 3.5.1.1 for Spectacles and MIL-DTL-43511D, clause 3.5.10 for Goggles.

Q: What is Pupillary Distance (PD) and why do I need to include my PD on the order form?

A: PD is the distance (in mm) from the center of the pupil in the right eye to the center pupil of the left eye. It is required information to ensure the correct positioning of the lenses within the Rx Carrier.

Q: How long does it take to receive my fulfilled prescription carrier?

A: Delivery time is approximately 2-3 weeks.

Q: What should I do if I am unhappy with the filled prescription lens?

A: Due to the wrap associated with Revision's eyewear, some customers may not be able to wear a sport wrap prescription. If this is the case and the order is returned within 2 months of receiving the Rx, 50% of the original cost will be returned to the customer.

*Please note: Revision is not responsible for incorrectly-entered prescription information. When submitting your order, please type the information to ensure legibility and double check it against your prescription information.*

### Important Information

#### Prescription lens addition to standard warranty disclaimer (See Warranty Below)

Due to the positioning of the lenses in Revision Eyewear Systems, it may be necessary to apply a correction factor to prescriptions designed for use in conventional prescription eyewear. The amount of the correction factor, if any, is calculated by the supplier of the prescription lens using the standard prescription information submitted by you. As a result, the strength of prescription lenses used in your Revision Eyewear System may not be identical to the strength of the lenses in your standard prescription eyewear, but will provide for properly corrected vision.

It is very important to submit current, accurate prescription information when ordering prescription lenses for use with a Revision Eyewear System. Failure to submit correct information regarding your prescription could result in blurred vision, eye strain, fatigue, and/or headaches.

Revision recommends that you obtain your Pupillary Distance measurement from a licensed eye doctor or optician. Many optical stores will provide this service free of charge.

Prescription lenses used in Revision Eyewear Systems are prepared at Revision's request by an independent, licensed provider of prescription lenses. Revision does not perform or offer to perform services as an optometrist or optician.

### Limited Warranty on Revision Eyewear Systems

- WHAT DOES THIS WARRANTY COVER?** This warranty covers manufacturing defects in your new Revision Eyewear System. The system has been thoroughly tested and inspected before shipment. The lenses, made from high-grade, optical quality polycarbonate, provide superior impact resistance, durability, and 100% UV protection, and are scratch-resistance coated, but **SCRATCHED LENSES ARE NOT A MANUFACTURING DEFECT.**
- HOW LONG DOES COVERAGE LAST?** For all components of your Revision Eyewear System, this warranty lasts for a period of three years from the date of purchase as long as you (the original purchaser or recipient) own your Revision Eyewear System. Coverage terminates if you sell or otherwise transfer your Revision Eyewear.
- WHAT WILL REVISION DO?** Revision will **replace** any defective component of your Revision Eyewear System. You will not be charged for replacement components but you are responsible for the cost of shipping the defective component to Revision and for a processing fee of \$9.95.

**For any questions, please contact Customer Care at (802) 879-7002 or [prescriptions@revisioneyewear.com](mailto:prescriptions@revisioneyewear.com)**

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**Limited Warranty on Revision Eyewear Systems - Continued**

4. **HOW DO YOU MAKE A WARRANTY CLAIM?** If a defect develops in any component of your Revision kit under normal use, send the defective component along with proof of purchase and a check or money order for the processing fee of \$9.95 via *insured mail*, or overnight courier, delivery pre-paid, to Customer Care at:  
Revision Eyewear Ltd., 7 Corporate Drive, Essex Junction, VT 05452
5. **WHAT DOES THIS WARRANTY NOT COVER?** This warranty does not cover scratched lenses, loss, or components that have been damaged by abuse, misuse, or accident.
6. **WHAT DAMAGES ARE AVAILABLE?** REVISION makes no express or implied representations, warranties or guarantees about the merchantability or the fitness for a particular purpose of REVISION eyewear or the ability of REVISION eyewear to meet the requirements of the person wearing the eyewear. There are no warranties except for those in this document. Damages for breach of implied or written warranty on the Revision Eyewear System are limited to replacement of defective components, which is the exclusive remedy.  
  
IN NO EVENT SHALL REVISION EYEWEAR LTD. BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, DAMAGES FOR PERSONAL INJURIES, WHETHER SUCH DAMAGES ARE ALLEGED IN TORT, CONTRACT, INDEMNITY OR OTHERWISE, EVEN IF REVISION EYEWEAR HAS BEEN APPRAISED OF THE POSSIBILITY OF SUCH DAMAGES.
7. **HOW DO I GET INFORMATION ABOUT LOST COMPONENTS?** Replacement information is available by calling Customer Care at 802-879-7002 or email [customer care@revisioneyewear.com](mailto:customer care@revisioneyewear.com).
8. **HOW DOES STATE LAW APPLY?** This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Some jurisdictions do not allow the exclusion of or limitation of incidental damages, so the limitations or exclusions in this warranty may not apply to you.

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