

TERMS & CONDITIONS OF WARRANTY

- THIS WARRANTY COVERS OPHTHALMIC LENSES SOLD BY ESSILOR INDIA PRIVATE LIMITED PURCHASED IN INDIA ONLY.
- Warranty period:
 - The warranty for the manufacturing issues for the **Crizal brand of ophthalmic lenses** will be a total of **twenty-four (24) months** from the date of first purchase as mentioned in the invoice. Applicable for all Crizal brand of ophthalmic lenses purchased on or after January 1, 2024.
 - The warranty for the manufacturing issues for **any other brand of Essilor ophthalmic lenses (except Crizal brand)** will be a total of **twelve (12) months** from the date of first purchase as mentioned in the invoice.
 - **Non-adaptation warranty** is applicable to **progressive lenses only** and is valid for **thirty (30) days** from the date of first purchase as mentioned in the invoice.
 - **Breakage warranty for Airwear® and 1.6 index lenses only** is applicable for a total of **twelve (12) months** from the date of first purchase as mentioned in the invoice.
- **ONLY MANUFACTURING DEFECTS CAUSED TO THE LENSES ARE COVERED UNDER THIS WARRANTY CLAIM.** To clarify, defects due to regular wear & tear e.g. scratches, cosmetic reasons, weight of the spectacles, improper handling, negligent use like exposure to heat, chemical, breakage/ chipping (except in the case of Airwear® and 1.6 index lenses subject to aforementioned warranty period) due to force/ accidental damage, etc. are not covered under warranty claim.
- All warranty claims will be settled via Essilor authorized retailers listed on www.essilorindia.com. In case you are unable to locate the optical store from where you had purchased your lenses, please contact Essilor team via essilor@essilorindia.com.
- To claim the warranty, you must provide the original retail invoice as proof of purchase, along with the allegedly defective lenses, to an Essilor authorized retailer. The alleged defective lenses will be subject to assessment for any manufacturing defect by Essilor's Quality Team. The decision of the Essilor Quality Team will be final and binding.
- Replacement of the lenses (with manufacturing defect) will be with an equivalent product/ design/ value-add. Any request for a different or higher design will be subject to an additional cost, based on the prevailing applicable prices at the time.
- The replacement of defective lenses does not alter/ extend the warranty period. Any new issues with the replacement products will be covered within the remaining warranty period.
- The warranty claim cannot be claimed as cash/ cash discount.
- Warranty covers only the Essilor branded lens and does not apply to the frame/ accessory of complete spectacle.
- If the performance of Essilor hereunder is prevented or delayed due to circumstances beyond the control of Essilor, including force majeure conditions, Essilor shall not be liable for the consequences of such non-performance.
- All disputes, if any, will be subject to the exclusive jurisdiction of courts in Bangalore only.
- Essilor reserves the right to withdraw this warranty at any time. Additionally, Essilor may modify these terms and conditions without prior notice. Please review the most recent terms and conditions posted here before submitting any warranty claim.