

The Essilor Premium Satisfaction Guarantee is an additional guarantee for the protection of Essilor lenses. With this guarantee, the wearer no longer has to worry about the safety of his lenses, and you can enjoy all the advantages they bring.

Instructions and rules of the Essilor Premium Satisfaction Guarantee

» The warranty is valid for 2 years from the date of purchase and can be used in case of any damage (scratching, cracking, breakage, etc.)

» The replacement pair of lenses must be the same type of product (same refractive index, diopter, finish, color, etc.), and their price is determined according to the valid product catalog (additional promotions and discounts are excluded)

» In the event that Essilor cannot deliver an identical product, the client will be offered a similar product in the same price range. If the client opts for a more expensive product, the stated discount refers to the price range of the lenses to which the guarantee applies, and the difference in price is fully paid by the client.

» The Essilor Premium Satisfaction Guarantee can be used once, for the pair of lenses it applies to, it does not include the warranty on the frame or service costs, it can also be used in case of damage to only one lens and subsequently, in case of damage to the other lens

» By purchasing the Essilor Premium Satisfaction Guarantee, you get the following discounts on a new pair of lenses, in case the existing pair of Essilor lenses is damaged in any way:

75% discount on a new pair if the damage occurs within two years of the warranty

» The Essilor Premium Satisfaction Guarantee can be purchased with the purchase of each new pair of Essilor lenses at the same time as the lens purchase. Essilor is obliged to fulfill the specified discount only in the case when this Agreement has been signed and the price of the service has been charged.

In order to use the discount, the end customer must present:

» damaged lens or lenses

» Essilor Premium Satisfaction Guarantee

Varilux Premium Guarantee

Security without risk, for 100% satisfaction!

Your VARILUX® lenses provide you with sharp vision at all distances. Adaptation to these lenses is simple and quick, and the VARILUX® Premium Satisfaction Guarantee gives you complete security.

» If you do not get used to your VARILUX® progressive lenses within a period of 60 days, Essilor offers you a replacement for two pairs of monochromatic lenses or a pair of bifocal lenses of the same material, dioptré and finish. The difference in price is not charged or refunded.

Instructions and rules of the Varilux® Premium satisfaction guarantee

» The replacement pair of lenses must be the same type of product (same refractive index, diopter, finish, color, etc.), and their price is determined according to the valid product catalog (additional promotions and discounts are excluded).

» The VARILUX® Premium Satisfaction Guarantee can be used once, for the pair of lenses it applies to, does not include the frame guarantee or service costs.

» It can be used in case of damage to only one lens and subsequently, in case of damage to the other lens.

» By purchasing VARILUX® progressive lenses, you get the following discount on a new pair of lenses, in case your pair of VARILUX® lenses is damaged in any way:

Additional benefits of the VARILUX® Premium Satisfaction Guarantee

» The VARILUX® Premium Satisfaction Guarantee additionally provides you with a guarantee against mechanical damage to the lenses. The warranty is valid for 2 years from the date of purchase and can be used in case of any damage (scratches, cracks, breakage, etc.).