

Returns, Refunds and Exchanges:

Professional Fees:

Professional fees, such as exam fees, contact lens fitting and training fees, represent payment for services rendered. These fees are non-refundable, including for unsuccessful contact lens training outcomes.

Eye Glasses:

Prescription eyewear is a custom, made-to-order product. Once lenses have gone into production, we cannot offer a refund. However, please let us know if you are dissatisfied with any aspect of your eyewear purchase and we will review options with you to find a solution.

Occasionally, a prescription needs to be re-done based on a doctor's change. A one time, no charge recheck appointment will be provided. New lenses required due to a prescription change will be made at no charge within 30 days from the date of purchase. Re-check visits after 30 days may be charged the usual fee for a prescription check. If the prescription was filled elsewhere, we will not be responsible for any charges incurred. It is up to the patient to inquire about such policies and timelines in advance of purchase at the place of purchase. If prescriptions are filled at Tisdale Eye Care Centre, from doctors outside our clinic, we will remake lenses one time at no charge if the prescribing doctor provides a new prescription in writing within 30 days from date of purchase.

If the prescription lenses are not performing to your satisfaction, within 30 days of the purchase date (90 days for progressive lenses), we will re-make the lenses at no charge in order to resolve the concern. This may require a return visit to our optometrist (or the outside optometrist who wrote your original prescription) to verify your prescription and create a lens re-make plan. If the new lens that is required is more expensive, we will charge the difference to upgrade to the more expensive lens.

If you are dissatisfied with your frame selection, within 30 days of the purchase date, you may exchange your frame one time for a different frame. If the new frame selected is higher value, you will be charged the difference. Only glasses and sunglasses (assessed by Tisdale Eye Care Centre as being) in their new and unworn condition accompanied in their complementary case are eligible for return. If existing lenses cannot be re-edged into new frame, new lenses to fit the frame will be provided at 50% of the original purchase price.

Contact Lenses:

Original, unmarked, unopened contact lens boxes will be accepted for credit or refund to the original form of payment within 30 days of purchase.

Unopened contact lens boxes, that require exchange due to a prescription change, will be exchanged within 90 days of an eye exam if the box is not damaged or expired. We may exchange open boxes at our discretion, for reasons such as a prescription change. Please inquire with our contact lens technicians directly.

Please note that we cannot provide exchanges, returns, or provide substitute contact lenses for contact lenses purchased from another provider, even in the event of a prescription change. Please inquire with the outside provider about their return/exchange policies prior to purchase.