

Email: sales@ezychoice.com

Frequently Asked Questions

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1 Where and how do I get a prescription?

Please attend at your local optician to have an eye test and obtain a prescription. You should undergo regular annual eye testing to ensure that your prescription matches your current needs.

You are not under any obligation to purchase your eyewear through your optician just because you had the eye test there.

You will need to obtain a copy of your prescription as you will be required to enter your prescription details if you wish to order prescription lens on-line.

We will ensure that your prescription eyewear purchase is filled in accordance with the prescription details you give us. It is your responsibility to ensure that the prescription details are correct.

If, after placing your order, you realize that an error has been made, please **email or telephone us immediately** to rectify the error. **Email:** sales@ezychoice.com. **Telephone:** +(61) (0) 412 409 479.

You can scan and email your prescription to us to ensure that we have the correct details. At that time you can also provide any other information that you feel may be relevant to your order. If you do not have access to a scanner please email or phone us and we will provide a facsimile number.

Details you most likely will need to complete your prescription lens order on-line include:

For both eyes : Sphere (SPH)
 Cylinder (CYL)
 Axis (AXI)
 Near Addition (ADD)
 Pupillary Distance (PD)

Prescriptions vary. If you have an astigmatism you don't always have a Sphere (SPH) requirement. The Cylinder (CYL) and Axis (AXI) correct astigmatism's. If you have an astigmatism then you will have data/values for these fields.

2. Some information is missing from my prescription, what do I do?

If you are unsure of any of the information on your prescription, please visit your Optician and ask them to clarify the details for you. It may turn out that some fields do not have values. Check with your optician if in doubt.

3. What does Pupillary Distance mean?

Pupillary Distance (PD) is the measurement from the centre of your left pupil to the centre of your right pupil. The accepted average for males is 63 and for females is 60. When you have your eye test carried out, ask your optician to measure this distance and write it on your prescription.

If you do not provide a PD we will use the average measurement. However, we recommend that you check with your Optician to ensure this measurement is correct as it could affect your focus.

4. How will I know if the lens values will be correct?

Our lenses are provided by one of the largest established lens manufacturing factories in the world. They export lens globally. During our Quality Control process every lens is checked, using a Focimeter, to ensure the lens matches your confirmed order.

5. What are the lenses made of?

The majority of lenses are made of plastic and/or polycarbonate. In order to meet global standards for safety lens are, in most instances, not made from glass any longer.

6. What coating is on the lens?

All of our lenses have **complimentary** scratch resistant coating. With options for anti-reflective coating, tinting the lens grey, green or brown, choosing photochromic or polarized lenses, there is something for everyone!

7. Why are the prices so affordable?

We provide affordable eyewear for all the family. Our prices are affordable because we import directly from the manufacturer of the frames and lens. We have no "middle man, distributor or shop front". This enables us to deliver an affordable eyewear product directly to you.

8. Can I order just the frame and have the lens fitted by my optician?

Yes you can. We will happily provide frames only. If you require progressive lens we suggest you have your lens fitted locally, as progressive lens focal points can be tricky and fiddly. We are happy to provide only a fashionable eyewear frame in this instance.

9. How will I know if the glasses I order are available?

Upon receipt of your order we will send a confirmation email. If for any reason your choice is not currently in stock we will notify you immediately and provide you with options or a refund.

10. How do you send the glasses and how long does it take?

All orders are posted via Australia Post and delivered via your in-country equivalent postal service. We also use TNT Couriers and DHL Couriers on occasion. Orders are delivered to street addresses only. We cannot deliver to a postal box. We suggest that if you work full time you have your eyewear purchase delivered to your business street address.

Please allow 2-3 weeks for delivery. We aim to supply all orders within 2 weeks. However, we have no control over the local postal service. Occasionally it may take the full 3 weeks to receive your eyewear order.

Postage costs are added when you place your order i.e. the cost is added to your total purchase.

Postal charges are:

- | | |
|---|---------|
| a. Australia, New Zealand, Asia Pacific | \$8.00 |
| b. All other parts of the world | \$15.00 |

If you order 2 or more pair of glasses at the same time, delivery for the second/ subsequent pair is free. Please email us when ordering small accessories only, as the postage fee may differ.

11. What are my payment options?

Payment must be made, in full, at the time of ordering your eyewear. We accept Visa, Mastercard and Diners on our website. Credit card details are not held on our website. When you return to order a second or subsequent pair of eye glasses you will need to re-enter your credit card details.

If you live in Australia and wish to pay via **direct debit** you can email us at payments@ezychoice.com to make arrangements.

12. Do you have a money back guarantee?

We offer a 100% money back guarantee because we have confidence in the quality of our products. Please inspect your eyewear as soon as you receive it. Should there be a problem or if your eyewear has been damaged during delivery, please email us on returns@ezychoice.com immediately. We will assume that the goods are in perfect order if we have not heard from you within 7 days of receipt. Please note that the guarantee covers damage in transit, incorrect lens prescription fitted or similar. It **does not** cover a "change of heart".

13. How do I get a refund if my glasses are damaged?

In order to receive your 100% money back guarantee you must advise us by email or telephone of the problem within 7 days of receipt of the goods.

Email: sales@ezychoice.com

Telephone: +61 (0) 412 409 479

Repackage **all** items (including eyewear frame, prescription lens, protective case, and any other complimentary components) and **post to us by registered mail** to 27 Moss Street, Slacks Creek, Brisbane, Queensland 4127.

Upon receipt of **all** components of your order we will arrange for a full refund of your payment.

14. Do you share my details with other companies for their mailing lists?

Your privacy is very important to us. We do **not** share our mailing list with any other companies.

In order to fulfill your order we **must** request your name and a delivery address.

We **do** send out marketing material periodically. Should you not wish to receive marketing material please notify us by clicking on the appropriate link when you receive that email.

15. Can I get a rebate from my Private Health Fund?

We are currently in discussions with the Private Health Fund providers regarding rebates. We will notify all Ezychoice Optical customers as soon as we have a decision.

16. What is the Affiliate Program and how do I join it?

Having had two children, a sister with disabilities and having lived in both Australia and New Zealand I know that schools, charities and research organisations are always looking for efficient, effective and worthwhile ways to raise funds. Operational costs continue to soar and Government funding does not go as far nowadays as it did once.

To help registered charities, educational institutions and registered research organisations, Ezychoice Optical Pty Ltd will donate \$10 from every pair of prescription glasses sold to the school of your choice.

You can be a student, a parent, a grandparent, a friend or a member of a community who supports education or a worthwhile cause. You can be anywhere in the world.

In order to be able to do this your organisation must register with us. Click here www.ezychoice.com/affiliate-program or on the banner link on the home page for further details and join us today in supporting global education and charities.