

Neurolens Lab Network Policy

Remake

Unlimited within 120 days of original order

Warranty

2 identical warranty within 2 years of original order

Multi-Pair

50% off multi-pairs within 60 days of original order

Employee Pairs

Neurolens team will identify symptomatic staff at launch. Thereafter, upon request.

Satisfaction Guarantee

100% back for non-adapt or satisfaction

Remake

Unlimited remakes on Neurolens within 120 days of the original order date. The patient should have worn the original pair consistently for 2-4 weeks to ensure they have fully adapted to the Neurolenses before a doctor change remake is done. After 120 days from original order date, additional remakes will be billed according to standard Neurolens pricing. Please note that additional upgrades to remakes will be billed accordingly.

Warranty

2 warranty order within 2 years of the original order date related to the premium AR coating on all Neurolens orders. The warranty job must be identical to the original order including frame, design, Rx, and Prism value.

Multi-Pair

All additional Neurolens orders sold to the same patient within 60 days of the original order date will receive a 50% discount. The multiple pair discount will be applied to the least expensive pair. Additional Neurolenses sold to the same patient after 60 days of original order date will be billed according to standard Neurolens pricing.

Employee Pairs

During onboarding, the Neurolens team will work with each practice to identify symptomatic staff members. Vouchers will be given to the practice upon launch to allow those symptomatic staff members to order complimentary pairs of Neurolenses through Founders Optical Lab. Additionally, the practice will have the ability to request additional staff vouchers through the Neurolens portal.

Satisfaction Guarantee

Neurolens order may be returned for a full refund when the patient is fully refunded for a non-adapt or lack of patient satisfaction. The patient should have worn the original pair consistently for 2-4 weeks to ensure they have fully adapted to the Neurolenses before the return. The lab reserves the right to request the physical lenses be sent back to the lab prior to reimbursement.