

GUIDE FOR STOCK FRAME EXCHANGES AND CREDITS

Our policy for frame returns is as follows:

EXCHANGES:

We offer a one-to-one direct frame exchange (standard for standard, non-standard for non-standard) for any new or old SWEEP frames that are returned in good condition.

Standard frames are any of the regular Medicaid frames (V2020) shown on Basic Frame Order Form; while Non-Standard frames include any of the Strapped frames, Titanium frames, Alternative Fit frames, Active/Sport and Wide Fit frames (all V2025). They are also listed in their corresponding categories on the right side on the sweepoptical.com website.

If you choose to exchange the frames, simply fill out an Exchange form and send it to us along with the frames you are returning.

Alternatively, you can fax us the filled out exchange form and we will invoice and send the ordered frames to you. Then once you receive the new frames, just box up and ship the old frames to us (with a copy of the exchange form and invoice you received) and we will credit the frames returned to that invoice.

RETURNS FOR CREDIT:

If you choose to return the frames without ordering more in exchange; there are two options:

Option 1: Return the frames without any invoices showing those frame purchases and receive half credit.

Option 2: Return the frames with copies of the invoices that show the purchases of the returned frames and receive full credit on the frames.

Frames received via an exchange are not eligible for full credit returns. If you wish to return those frames, they are eligible for exchange or half-credit only.

All forms are available on the sweepoptical.com website in the lower-right corner of the main page.

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