

REPLACING A PATIENT'S BROKEN SWEEP FRAME WITH OR WITHOUT A FRAME WARRANTY

SWEEP Optical offers a one-year frame replacement warranty.

If you have the patient's broken frame to return:

Submit a new order for the patient; either online (using the regular online order form that includes the patient's insurance information) or faxed with FRAME ONLY and WARRANTY in the service descriptions boxes.

DO NOT USE THE STOCK FRAME ORDERING FOR FRAME WARRANTIES.

If the patient is eligible for a frame warranty, a new frame will be billed to your office and sent to you with an invoice.

When you receive the new frame with the invoice, that invoice should then be wrapped around the broken frame and returned to SWEEP for credit. A shipping label may be issued for returns upon request to SWEEP customer service.

When we receive the broken frame and invoice back, we will credit your account the total of the invoice.

If the patient is not eligible for a frame warranty, a new frame will instead be billed to the patient's insurance (if eligible) and sent to your office.

If you put in a FRAME ONLY order and it is billed to the patient's insurance; sending back a broken frame will not give you credit.

If you DO NOT have the patient's broken frame to return:

Submit a new order for the patient; either online or faxed with FRAME ONLY and NO WARRANTY in the special instructions.

The new frame will be billed to the patient's insurance (if eligible) and sent to your office. If you put in a FRAME ONLY order that is billed to the patient's insurance; sending back a broken frame will not give you credit.