

TERMS & CONDITIONS

Bespoke eyewear orders from ASK Opticians Ltd

1. Replacement Policy

- ASK Opticians Ltd will replace prescription glasses or contact lenses if they are not manufactured according to the prescription provided and signed by the clinician.
- Goods delivered in a damaged condition will also be replaced.

2. Bespoke Nature of Products

- Our eyewear and optical products are custom-made to meet your individual needs and preferences. Under the Consumer Rights Act 2015, consumer protection applies with consideration that these products are personalised. Therefore, refunds are not provided if you change your mind after the purchase.

3. Order Cancellation and Refunds

- Once an order is placed and payment is processed, it cannot be canceled.
- The production of eyewear begins immediately in our overseas labs upon order confirmation. As these items are custom-made, refunds are not possible once production has commenced.

4. Non-Resalable Nature of Eyewear

- Eyewear products, including adjusted or traced frames, are bespoke and tailored to your individual prescription. Such items cannot be resold to another customer.

5. Rectification of Issues

- If your glasses are not fit for purpose upon collection, ASK Opticians will rectify the issue by adjusting the lens design or changing the frame.

6. Remake Policy

- Any remakes must be requested within 90 days of collection.
- Requests for remakes after 90 days will incur a fee.

7. Consultation and Informed Decisions

- At ASK Opticians, we prioritise thorough consultations, ensuring you fully understand your order and options before proceeding.
- We encourage you to ask any questions before confirming your bespoke eyewear purchase.

8. Commitment to Customer Service

- We are dedicated to delivering the highest level of customer service. If you have any concerns about your bespoke products, we will make every effort to address and resolve them.

Note: By proceeding with your order, you acknowledge and accept these terms and conditions.

This policy aligns with industry standards, where practices may offer a limited warranty period for remakes, after which fees are applicable.

Appointment & Booking Policy

- Cancellations must be made at least 48 hours in advance. Cancellations made without 48 hours' notice will be charged the full eye examination fee (£100).

- Rescheduled appointments within this period do not incur a cancellation fee.
- Missed appointments are charged the full eye examination fee (£100).
- The 48-hour policy allows us to offer the appointment slot to another patient.

We are committed to delivering exceptional customer service. If you are dissatisfied with your bespoke products, we will do our best to address your concerns.

Vision Accomplished Scheme

- To receive credit from a referral, the client must have a full eye examination and purchase eyewear from ASK Opticians.

Arjan S Kalsi | Managing Director

Aanchal Kalsi | Clinical Director