

Lifetime Warranty

With every purchase of Ocean Waves Sunglasses, LLC you receive a limited lifetime warranty against manufactures defects. What does this mean? Well, we stand behind our product and take great pride in the craftsmanship. However, if your glasses break due to poor quality and/ or craftsmanship, then we will replace the defective pieces and/or parts at no charge other then S&H where applicable. Ocean Waves Sunglasses, LLC are very durable and resistant to scratches but not indestructible. High impact may chip, scratch, or even break the lenses or frames. For this reason, wear and tear is NOT covered. This warranty shall not apply to any damage caused by improper or unreasonable use of the product. To help prevent damage, we recommend wearing a cord and storing your Ocean Waves Sunglasses, LLC in a protective case within a cool dry area. We do not recommend leaving them in your car or boat as extreme heat and moisture can be damaging and will not be covered. We also ask that you clean your glasses with a mild soap and water whenever sweat, dirt, saltwater, and sunscreen get on your glasses as this can damage them over time.

What is not covered?

Manufactures defects usually occur/noticed within the first couple of weeks. In all essence this is a "lemon insurance" within our product which doesn't just after your first initial purchase, but continues throughout a lifetime, whether you are receiving a new purchase or a repair. Lenses that are scratched, pitted, cracked, shattered, or those that are damaged due to being dropped, sat or stepped on, or due to any other reason other than a manufactures defect are not covered. Nose pads will also degrade over time, especially when not cleaned regularly, this is not covered.

Repair Program

We understand that accidents, as well as wear and tear do occur. We take pride in providing exceptional service, we do not want you to just throw away your Ocean Waves Sunglasses, LLC when an accident happens, we want you to be the proud owner of your glasses for a lifetime. For this reason we have an unbeatable repair program that offers replacement pieces and/or parts at a nominal fee. If your glasses ever break due to reasons that are not covered in the warranty, we will offer lenses, frames, and frame parts (as long as it's in our current line up) for a very low cost.

Returns

We will happily swap out any pair of resalable glasses for a different pair at no cost. However, if I full refund is required there will be a restocking fee of \$15 per pair.

FAQ's

Where to send?

Ocean Waves Sunglasses, LLC
248-3 Levy Rd
Atlantic Beach, FL 32233

How should I ship?

We suggest sending your shipment to us in a manner that will allow you to track the package. We cannot be held liable for any lost packages through your shipping source.

What should I include in my package?

Our repair form or a brief note explaining: the problem and how it occurred, a return address, daytime phone number, email address, and payment of \$10.00 for S&H.

How long does it take?

Normal turn around is a day or two. However, if we are unable to contact you then it could take longer.

What happens once we receive your repair?

Once we receive your repair, our team will inspect them to determine warranty eligibility. If your glasses are covered we'll fix the appropriate parts if possible and return them to you. If your glasses are not covered then we'll call you with your best options and prices. * Dealers will not be called unless requested.

What if my style is discontinued?

We offer a trade in deal for any discontinued (not in our current line up) or unrepairable glasses. For \$69 you can trade in your old style(no matter the condition) for any new, non prescription pair, in our line up.

What if I have a prescription?

Limited warranty for one year. *See "What is not covered".