

Terms and Conditions for Northeast Eyewear, LLC

Effective Date: 03/11/2025

Welcome to Northeast Eyewear. By accessing our website, making a purchase, scheduling an appointment, or using our services you agree to comply and be bound by the following Terms and Conditions. You confirm that you are at least 18 years of age, or that you have permission from a parent or legal guardian to use our services. Please read these terms carefully before using our services.

1. Acceptance of Terms

By accessing or using Northeast Eyewear's services, website, or products, you agree to be bound by these Terms and Conditions and our Privacy Policy. If you do not agree to these terms, you must not use our services.

2. Products and Services

We offer a variety of optical services, including eyewear sales (such as prescription glasses, sunglasses, and contact lenses), repairs, and other related accessories and/or services. By purchasing from us, you acknowledge and agree to the following:

- You will provide accurate and complete information regarding your prescription, and any medical or personal information necessary for us to fulfill our services.
- Our services are intended for individuals seeking eye care and vision correction solutions. We do not provide medical advice, and our services should not be considered a substitute for professional medical care.
- All products, including eyeglasses, contact lenses, and accessories, are subject to availability. If a product is out of stock, we will notify you and work to resolve the issue.

3. Appointment Scheduling

- Open appointment eyewear consultations or repairs are accepted.
- Appointments for eyewear consultations or repairs may also be scheduled via phone or in person.

4. Pricing and Payment

- Prices for products and services are listed in-store. Prices may change without notice.
- We accept cash, credit/debit cards, and checks for payment.
- All payments are due at the time of purchase, unless otherwise specified.

- Payments for products and services are processed securely via *Fullsteam* Payment. By providing payment information, you confirm that you are authorized to use the payment method provided.

5. Orders and Deliveries

- Once an order is placed, you will receive receipt with the details of your purchase.
- We aim to process and ship orders within 1-2 business days. We aim to provide the services rendered within 7-14 business days. Delivery times may vary based on your location.

6. Refund and Return Policy

- We want you to be satisfied with your purchase. However, all eyewear, contact lenses, and other related accessories sales are final.
- Prescription lenses or customized products (such as personalized glasses) may not be eligible for exchange unless they are defective or incorrectly prescribed.
- We will work with you to resolve any issues with prescriptions or product defects as per applicable law.

7. Prescription Eyewear

- We require a valid prescription for all prescription eyewear and contact lenses from a licensed optometrist or ophthalmologist. It is your responsibility to ensure that your prescription is current and accurate.
- If you do not have a current prescription, we offer eye exams through Eye Care Northeast with licensed providers.

8. Intellectual Property

- All content on our website, including text, images, logos, and trademarks, is the property of Northeast Eyewear and is protected by intellectual property laws. You may not use, reproduce, or distribute any of this content without our express written consent.

9. Limitation of Liability

To the fullest extent permitted by law, Northeast Eyewear is not liable for any indirect, incidental, or consequential damages, losses, or injuries that may result from the use of our products or services. This includes but is not limited to:

- Issues related to product defects or incorrect prescriptions that have not been provided by Northeast Eyewear and/or Eye Care Northeast.

- Delays or issues in shipping or delivery.
- Any damages arising from using our website or services.

10. Consumer Rights

- As a consumer, you have certain statutory rights regarding the purchase of goods and services, including the right to receive goods that are of satisfactory quality, as described, and fit for purpose. If you believe your consumer rights have been violated, you may contact us for assistance in resolving any issues.
- Nothing in these Terms and Conditions affects your statutory rights under applicable consumer protection laws.

11. Privacy

Your privacy is important to us. Please refer to our Privacy Policy for detailed information on how we collect, use, and protect your personal information.

12. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of Connecticut, without regard to its conflict of law principles.

13. Changes to Terms and Conditions

Northeast Eyewear reserves the right to modify, amend, or update these Terms and Conditions at any time without prior notice. Any changes will be posted on our website with an updated effective date. Your continued use of our services after changes are posted constitutes your acceptance of those revised changes.

14. Customer Support

If you have any questions or concerns regarding these Terms and Conditions, or any aspect of our products and services offered please contact us at:

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