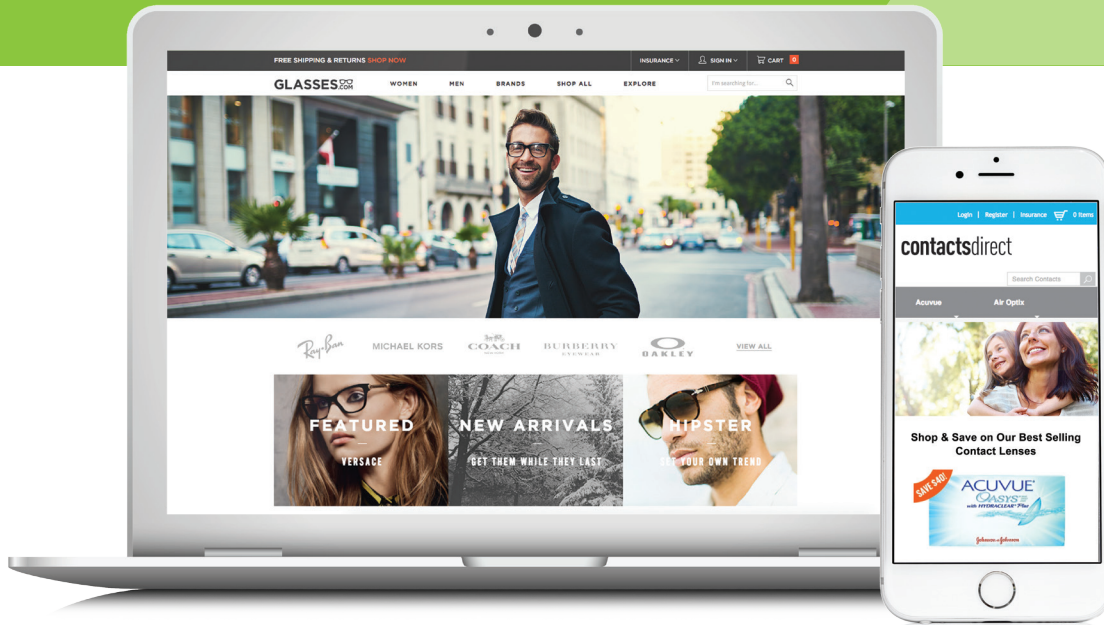


# Frequently Asked Questions – Online Options



## Can I access Glasses.com and ContactsDirect from my mobile devices?

Of course. To meet the needs of everyone, Glasses.com and ContactsDirect have each designed a secure site that easily adapts to any device. Use any Internet browser to start shopping.

## What do I need to order prescription eyeglasses?

All you need is a copy of your prescription. And if you choose frames and options over your allowance and co-pays, you'll need to have a valid credit card ready, too.

## Can I use my eyeglass prescription to order my contacts?

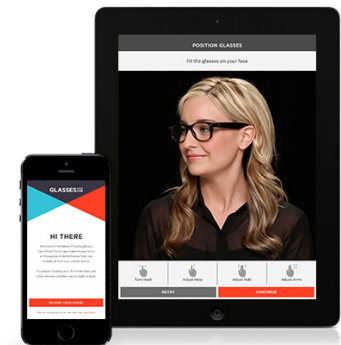
Unfortunately, no. Contacts and glasses always require separate prescriptions (not just on the Glasses.com and ContactsDirect websites).

## Can you help me read and understand my glasses or contacts prescription?

Yes. If you're not quite sure about it, call, chat online or email a Glasses Specialist at 1-800-GLASSES or info@glasses.com. For contacts, call 1-844-5-LENSES or support@contactsdirect.com.

## How do I know how I'll look in my new glasses?

With Glasses.com's award-winning<sup>1</sup> virtual try-on technology for iPhone, iPad and Android. Simply upload your photo using the app and you can see what you'll look like from any angle. You can also share your potential new look on social media and get the opinions of family and friends.



## How do I choose the right size frame for my face?

Glasses.com includes the size measurements on the product detail pages for each frame. If you have current eyeglasses, you can most likely see these measurements written on the inside of the temple or on the back of the bridge. The measurement is generally written like this: 50-15-135. The first measurement is the eye size (width of the lenses), the second is the bridge size (distance between the lenses), and the third is the temple size.

If you have any questions, call, chat online or email a Glasses Specialist at 1-800-GLASSES or info@glasses.com.

<sup>1</sup>2014 Cannes Lions Festival, Bronze Award for "Creative Use of Technology"



### How long will it take for my glasses or contacts to arrive?

With free standard shipping, you will receive your glasses in about 5 to 7 business days or less. For contacts, ContactsDirect will call your provider to verify your prescription, then you will receive your order in 5 to 7 business days with free standard shipping.

If you need them faster, you can always choose to expedite your order.

### What if there is a mistake on my Glasses.com order?

As soon as you are aware of the error, call, chat online or email a Glasses Specialist at 1-800-GLASSES or info@glasses.com. For contacts, give ContactsDirect a call at 1-844-5-LENSES and they'll be happy to correct the mistake and get the correct contacts to you.

### What if my contacts order is damaged?

If you have received a damaged or defective order, please begin by contacting Customer Care at 1-844-5-LENSES. If you believe that a lens or lenses are defective, please do not dispose of any of the lenses; they may have to be returned to the manufacturer for analysis. ContactsDirect is unable to give refunds for defective lenses in opened boxes. However, they will replace any boxes or vials that are deemed defective by the manufacturer upon return.

### What is Glasses.com's return policy?

Glasses.com is ready to help you find the glasses you'll love. If for any reason your glasses aren't exactly what you want, return them within 30 days for a full refund. They'll even pay for return shipping.\*

### Is there a damaged spectacles replacement policy?

Yes. If your glasses or sunglasses are damaged within the first year, Glasses.com will apply 50% of what you paid for your original order towards a replacement order.

### What happens if my glasses don't fit quite right?

You can visit any LensCrafters location for free adjustments.

For more information, visit [Glasses.com](https://www.glasses.com) or call 1-800-GLASSES (1-800-452-7737)  
For contacts, visit [ContactsDirect.com](https://www.contactsdirect.com) or call 1-844-5-LENSES (1-844-553-6737)

\*Return must include case and cloth. All items must be in good condition. Frames cannot be damaged or broken to receive a full refund.