

SERVICE PROMISE

Quality Products & Great Value

We are proud of the products we sell and take great care to ensure that the quality is the best that it can be.

We are locally owned, and support Australian products whenever possible.

Others might appear to be cheaper but we guarantee you'll get equal or better value with Swan Hill Optical

**KERANG
OPTICAL**
Eyewear. Eyecare.

**SWAN
HILL
OPTICAL**
Eyewear. Eyecare.

Your Happiness matters

If you are not totally happy with your glasses we want to know about it. We will welcome you back, listen to your concerns and ensure your problem is resolved to your satisfaction.

Product Guarantees

Basics Range and Package Deals

12 months against manufacturing defects on frames and lenses

Premium Frames

2 years for manufacturing defects on frames and 1 year on lenses

Both Basics and Premium warranties include a 3 month non-adaption guarantee.

Can't be repaired? It's still good!

If they cannot be repaired or parts are not available, within the Warranty period, you may select another pair of glasses to the same value including lenses to the same specification as the broken pair at no charge.

Quality service

We care for you as a person. Our only job is to make your experience with us as good as it can be.

We hope you enjoy your new glasses!

**The optometrists and staff
Swan Hill & Kerang Optical**

We Have You Covered!

We know that bad luck happens and when it happens to you we want to help. In the first 12 months after you collect your glasses, if the dog chews your glasses, or you sit on them, or they melt on the dashboard or something like that, and they cannot be repaired, just bring in the unfortunate pair and we will provide you with a new pair at 25% off the original cost (or an alternative if yours are no longer available). You can do this once in the first 12 months. This does not apply if you lose your glasses.

Free Lifetime Adjustments & Repairs

We encourage you to come back regularly to have your glasses cleaned, serviced and checked. It is important to have your glasses adjusted occasionally for comfort and function. There is no charge for this service.

Swan Hill

2/31 McCallum Street Ph: (03) 5033 1424

Kerang

67a Victoria Street Ph: (03) 5450 3000

www.swanhilloptical.com.au