

SightWatcher: Return & Exchange Policy Varifocal Adaptation Guarantee

Return & Exchange Policy

At SightWatcher, every pair of glasses is custom-made to your unique prescription and frame choice. As a result, **orders cannot be refunded once placed**, unless there is a genuine fault or clinical issue.

However, we are committed to ensuring your satisfaction and peace of mind:

- **Faulty lenses or frames?**
If there's a manufacturing error, we'll provide a free replacement or refund within 30 days of delivery.
- **Struggling with the prescription in your new glasses?**
If you're having trouble adjusting to your new glasses due to a potential prescription issue, we'll arrange a free re-test and ensure you are fitted with the correct lenses — at no extra cost.

If you have any concerns about your order, please don't hesitate to get in touch.
We're here to support you every step of the way.

Varifocal Adaptation Guarantee

Varifocal lenses offer a smooth transition between distance, intermediate and near vision — but they can feel quite different from single vision or bifocal lenses. Some first-time wearers may need time to adapt.

Our promise:

If you're still finding it difficult to adapt after **4 weeks** from the date of delivery, we'll make it right — refitting you with single vision or bifocal lenses at no extra cost.

Your comfort matters to us.

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