



Artisan Policies Guide

A practical reference for remakes, warranties, frames, shipping, specialty work, and support.

USE THIS GUIDE

Confirm the product, timing, original order details, and reason before submitting a policy request.

30 DAYS

LAB ERROR WINDOW

Measured from the order ship date

1 YEAR

DOCTOR REDO WINDOW

One eligible non-adapt change

\$4 / \$16

OUTBOUND SHIPPING

Next Day Air / 2 Day Shipping

GUIDE MAP

Three pages, organized for quick decisions

- Page 1 - key timelines, rates, and policy map
- Page 2 - AR, scratch, doctor redos, lab errors, and special VSP policies
- Page 3 - frames, additional pairs, shipping, specialty work, Chemistrie, credits, and support

BEFORE SUBMITTING

Set expectations and gather complete information

- Patient-owned frames are processed at the practice's risk and are not guaranteed by the lab.
- VSP Unity, TechShield by VSP, and SunSync may follow special redo and remake requirements.
- Outside-manufacturer programs can require separate authorization, returns, or documentation.
- When a policy is unclear, contact customer service before promising coverage or placing the replacement order.

POLICY SUPPORT

customerservice@artisanlabnetwork.com

Contact customer service before submitting when timing, product, vendor, or eligibility is unclear.



Warranties, Redos, and Lab Errors

Use the original invoice, ship date, product details, and reason to identify the correct policy path.

AR AND SCRATCH

Coverage terms by treatment

Covered Artisan AR and scratch warranty claims do not require lenses to be returned before the warranty is used. Vendor-specific programs may carry separate requirements.

Artisan Standard (AST)	1 year, 1 time
Azure, Nytopia, Emerald, Armour, Diamond Sun	2 years, 2 times
TechShield AR Technologies	2 years, 2 times
Tokai AR Technologies	2 years, 2 times
Crizal AR Technologies	2 years, 2 times
Shamir AR Technologies	2 years, 2 times
Hoya AR Technologies	2 years, 2 times
Factory Scratch Coat	1 year, 1 time
Diamond Defence (DDE)	2 years, 2 times
Mirror coating alone	1 year, 1 time
Mirror + Artisan Diamond backside AR	2 years, 2 times

DOCTOR REDO AND NON-ADAPT

One eligible patient-driven change within the first year

- Eligible changes may include design, power, PD, prism, frame, segment height, or another patient non-adapt element. Submit updated details and the reason.
- For an upgrade to a higher-priced product, the original invoice is credited and the new order is invoiced when shipped.

LAB ERROR REMAKE PROCESS

No-charge processing for valid lab errors reported on time

- Report valid lab errors within 30 days of shipment. Include the original order details and a clear reason.
- If the request is not a valid lab error, the customer's one-time remake is used. Return lenses when requested.

VSP SPECIAL POLICIES

VSP Unity, TechShield, and SunSync

- These products may use special redo and remake policies instead of standard Artisan coverage.
- Ask customer service which policy applies and what authorization, returns, photos, order details, or other documentation is required.



Operations and Additional Policies

Confirm frame responsibility, shipping, specialty requirements, and documentation before submitting.

FRAME POLICY

Manifest, suitability, and patient-owned frames

- A frame replacement request must include the frame manifest available on the Practice Resources page.
- PAL may decline a frame that is prone to damage or unsuitable for the prescription and lens order.
- Patient-owned frames are processed at the practice's risk. The lab is not liable for breakage during handling or processing.
- For orders more than 30 days old, patient-owned frames are not warranted or guaranteed.

MULTIPLE-PAIR PROGRAM

Eligible additional pairs ordered within 30 days

- Additional pairs purchased within 30 days of the original pair may receive 50% off the lesser-priced invoice.
- Each eligible pair must include AR treatment or polarization.
- There is no limit to eligible additional lens pairs unless account-specific terms state otherwise.
- Neurolens, Chemistrie Clip, specialty jobs, and account-specific programs may be excluded or follow separate rules.

SHIPPING AND CANCELLATIONS

Rates and production-stage billing

- Next Day Air: \$4 per job. 2 Day Shipping: \$16 per box. Inbound shipping is complimentary.
- The lab selects the outbound method. Started cancellations are charged as an uncut; unstarted orders are not charged.

SPECIALTY WORK

Separate pricing, timing, and partner terms

- Specialty, outsourced, out-of-range, or vendor-directed orders may use separate policies.
- Ask customer service to confirm cost, lead time, authorization, return, and documentation requirements.

MANUFACTURER CREDITS

Partner requirements

- Manufacturer or outside-lab credits must meet that partner's requirements.
- A vendor may require returned lenses even when standard Artisan AR handling does not.
- Credits require all requested returns and documentation.

CHEMISTRIE CLIP - QUICK POLICY NOTE

Confirmed manufacturer or laboratory defects must be reported within 30 days of the ship date. There are no warranties or remake policies for scratches, breakage, or loss. Cancellations and returns are not accepted because Chemistrie Clip is a customized product.

POLICY SUPPORT

Need policy confirmation?

customerservice@artisanlabnetwork.com