



100% Happiness Guarantee

Your promise from *the eye people*



We aim to keep you happy.

It's no secret – we're passionate about your eyes. It's important to us that you get the best eyecare possible, and that you always look and feel fantastic in your glasses and contact lenses. For proof, take the time to read our '100% Happiness Guarantee'.

1) 30-day money back guarantee.*

Not happy with your new glasses, prescription sunglasses or contact lenses? For whatever reason, you can exchange them, or return them for a full refund (within 30 days). This also applies if your prescription has changed within 30 days.

2) 12-month breakage protection.^

Yes, sometimes accidents happen. Don't worry – you're covered with our breakage protection guarantee. So if you damage your frames or lenses within the first 12 months, we'll replace them for 50% of the current retail price – no questions asked.

And of course, if your glasses or sunglasses turn out to be faulty, it's too easy! We'll repair or replace them anytime within 12 months.

3) Unlimited free cleaning and adjustments.

That's right, for as long as you own your glasses or sunglasses, we'll keep them working and looking like new – at no extra charge. Just pop into your nearest Laubman & Pank store and we'll make your glasses good as new. Now, that's service!

If you have any questions, just talk to our team or call 131 567.





***Things you should know about our guarantee:**

- 👁️ The Laubman & Pank guarantee is subject to proof of purchase and is in addition to the rights provided by the Trade Practices Act and other laws which include rights of repair, replacement and refund.
- 👁️ All products supplied by Laubman & Pank under Government order are covered by the terms and conditions of that order, the Trade Practices Act and other laws.
- 👁️ 30-day money back guarantee starts from date of original purchase.
- 👁️ Coloured, disposable and conventional contact lenses cannot be replaced for the purpose of a colour change.
- 👁️ Guarantee does not cover contact lens consultation fees.

^Things you should know about our breakage protection:

- 👁️ Offer only available once within 12 months from original purchase date of complete pairs (frame and prescription lenses).
- 👁️ Does not include loss or theft.
- 👁️ Does not include Third Party Contracts, non-prescription sunglasses, contact lenses, solutions, accessories, prescription alterations or Industrial Safety eyewear.
- 👁️ Discount is off current retail price, except packages, where the discount applies to the original price.
- 👁️ Laubman & Pank will repair or replace any product sold with a manufacturer's defect or fault up to 12 months from the date of purchase or for a period as specified by the associated product manufacturer.