



Warranty & Repair Claims

LUXOTTICA LIMITED WARRANTY

Luxottica products (sunglasses and optical frames) are the result of a unique combination of design and quality excellence. For this reason, besides the customer care programs and the legal warranty - provided by the retailers depending on the different countries laws and regulations - your product is protected by a manufacturer warranty offered by Luxottica (*Limited Warranty*) against manufacturing defects.

For consumers who are covered by consumer protection laws or regulations in the country of purchase or, if different, their country of residence, the benefits conferred by the Luxottica *Limited Warranty* are in addition to all rights and remedies conveyed by such consumer protection laws and regulations. The Luxottica *Limited Warranty* does not exclude or otherwise limit any rights or remedies of the consumer conveyed by such consumer protection laws and regulations.

TERMS

Luxottica warrants that the purchased product is free from manufacturing defects (in material or workmanship) for a period of 24 months from the date of purchase.

This warranty does not cover: scratches on sun lenses; damages caused by accident, abuse, neglect, shock, improper use or storage of the product; unauthorized modifications or repairs; normal wear and tear as well as any issue connected to the prescription lenses.

HOW TO MAKE A CLAIM

If you made your purchase in store please contact, anytime within 24 months from the date of purchase, the retailer where you bought your product.

A proof of purchase will be requested as part of the warranty assessment.

Depending on the issue, the frame or corresponding defective part will be replaced or repaired directly by the retailer.

Should you not have the possibility to contact your retailer, you may contact our U.S.A. Luxottica Warranty and Repair Service Center by following [this link](#).

If you made your purchase online on Ray-Ban.com please contact our Customer Care at (866) 4RAYBAN (866-472-9226). As official Ray-Ban website, if warranty conditions apply to the defect of your frame, your product will be replaced with a new one or, if the model is not available anymore, you will be refunded or provided with a coupon of the same value to be used for a new online order.

REPAIRS

If your product needs repair, we recommend you visit the retailer who sold the product to you. Your retailer will assess the problem and propose you the best solution.

Should you not have the possibility to contact your retailer, you may contact our U.S.A. Luxottica Warranty and Repair Service Center by following [this link](#).

SPARE PARTS PURCHASE

We recommend you contact your authorized retailer or visit an authorized retailer in your area. They will be able to assist you and, if needed, order the necessary spare parts for you.

For repairs and spare parts purchase, you may contact our U.S.A. Luxottica Warranty and Repair Service Center by following [this link](#).

STILL NEED SOME HELP?

Should you need help with any other service issue, please email us and we will be happy to assist.
consumerwarranty@luxotticaretail.com

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 We guarantee every transaction is 100% secure

