

FREQUENTLY ASKED QUESTIONS

Where do I order my lenses?

You can place an order using our online ordering platform here:
<https://lablink.opticalonline.com/users/login>

What is your standard turnaround time?

We aim to get standard jobs out in 5 working days. More complex or special orders can take up to 10 working days. Please refer to our standard turnaround times page.

How will you ship and track my orders?

We utilise 2 shipping options, Royal Mail and DX Shipping. Both of these provide tracking capabilities and can be tracked online. With Royal Mail, you will receive a tracking number for every dispatch made through the lab directly to your email.

Who do I contact regarding orders updates, issues or accounts queries?

You can contact our customer service team on 01224 596006 or customerservice@caledonianoptical.com

Do you offer warranties on your lenses?

We offer a 2-year scratch guarantee on our Diamond and Intero coatings. If your lenses get scratched and it's covered by the warranty, simply return them to us, and if within the acceptable scratch tolerance, we'll remake them for you. *

**Exclusions include the defect being deeper than the coating or is due to improper use*

What is your returns policy?

We stand behind our quality! If you experience a quality issue within 30 days of receiving your lenses, just let us know and we'll be happy to remake them free of charge for you.

Do you have a non-tolerance policy?

If the patient is having adaptation issues, you have 60 days to return them on a non-tolerance form for a credit.

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Can you produce lenses for high prescriptions or unique requirements?

Absolutely! We specialise in custom clinical solutions, including high-index lenses for stronger prescriptions and unique lens types. Feel free to give our team a call if you have any specific requirements not offered on our pricelist to see if we can accommodate.

Do you offer a myopia management guarantee?

Our Imperium Myopia Management Lenses do. If the wearer's prescription alters by -0.75 or more within 7 months, we'll cover the cost of new lenses! Just send us the original order information and the old lenses, along with the new order number.

Standard Turnaround Times

Surfaced Conventional SV, Bifocal and Digital Freeform portfolio in working days.

Lens option	Material	In house production
Uncuts	CR39 Surfaced Uncoated CR39- 1.60 Hard coated Any Index AR Coated	2-3 days 3-4 days 4-5 days
Fully Glazed	CR39 Uncoated CR39 - 1.60 Hard coated Any Index AR Coated Safety glasses	4-5 days 5-6 days 6-7 days 10 days
Extras/Special that may affect lead times	Standard Solid Tint Hi-Index/Graduated Tint Mirror/Diamond BLUE (Outsourced) Rimless glazing Complex Rx (High Base, High Prism, High Minus) Repairs Wrap Non-Stocked/Special lenses	1 day extra 2-3 days extra 10-14 days 3-4 days extra Up to 3 days extra 5 days 3-4 days extra Enquire for lead time

**Times quoted are for lenses stocked on site.*

**Non-Stock lenses will take longer, based on vendor lead times*

**Lens ordering via our online ordering platform is required for these turnaround times.*

**Orders received as frame to follow orders will be started in production provided full measurements supplied but will be delayed if frame does not arrive in timely fashion.*



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The Scottish lens makers. State-of-the-art
lens solutions expertly made in the UK.



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Available Tint Percentages

Index	SV	Progressive
1.5*	90% - 15% LTF	90% - 15% LTF
1.59	90% - 50% LTF	Not Possible
1.6	90% - 25% LTF	90% - 25% LTF
1.67	90% - 25% LTF	90% - 25% LTF
1.74	Not Possible	Not Possible

**Graduated tints ONLY available in 1.5 index*