

ESS RX-FILLING SERVICE

FREQUENTLY ASKED QUESTIONS



What are the advantages of ESS' Rx Filling Service?

The ESS Rx-Filling Service is a competitively-priced, one-stop solution that integrates your eyeglass prescription with nearly all ESS Rx Inserts and most ESS Sunglasses. The ESS Rx Lab uses world-class machinery and proprietary lens technologies to optimize the corrective function of your lenses. To maximize the protection of your eyes, we only use high-grade, shatter-resistant polycarbonate lens materials.

ESS proudly utilizes advanced **Rx Digital Mapping Technology™ (DMT™)** on all prescription fills, which extends the clarity and power of your prescription all the way to the edge of the lenses. At no added charge, we also apply anti-reflective (AR) coatings to both sides of all Clear lenses, and the backside (user side) of all tinted lenses.

ESS stands behind the quality of this service to provide you with high-quality products and services at competitive rates. Free shipping options never hurt either!

How does the ESS Rx Filling Service Work?

After you have configured your prescription, selected your lens options, and completed your online order, you will be asked to submit a digital copy of your Rx form. Once that is received, ESS will fill your prescription and ship you the completed frame/Rx system. A representative will contact you if there are any problems with your order or your prescription form.

Please note that while you can place an order for both Rx-filled products and non-Rx products in the same shopping visit on www.esseyepro.com, you will receive two separate packages. Since ESS offers free shipping options on all Rx-filled products, you will only be charged shipping for one shipment (unless you choose an expedited shipping method for your Rx-filled products).

How long does the ESS Rx Filling Service take?

We strive to ship all Rx orders within one week, but some prescriptions can take up to two weeks. Please plan on 1-2 weeks for processing. Shipping times depend on the Shipping Method that you select during checkout.

Do I need to submit my Rx form to ESS?

Yes, before we can start processing your order, ESS is required by law to collect a copy of your prescription form. At the end of the order process, you will be prompted to upload a digital copy of your Rx form. If you don't have your form in a digital format at the time of your order, you can log back into your account and choose between Email (RxForms@esseyepro.com), File Upload, or Fax (**888-572-9226** or **+1-949-699-3527**). Please be sure to reference your order number when submitting your Rx form.

If you have any questions during order entry, please contact us at: **877.726.4072** or csinfo@esseyepro.com.

Do you ship internationally?

Currently, ESS can only fulfill Rx-Filling Service orders to the U.S. and Canada, including APO/FPO address. For service to any other countries, please contact **Terry Tranmer at Mtn. West Optical: +1-208-734-3937** or terry@mountainwestoptical.com for details.

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What does Rx Digital Mapping Technology refer to?

ESS proudly utilizes advanced **Rx Digital Mapping Technology™ (DMT™)** on all prescription fills. This proprietary process extends the clarity and power of your prescription all the way to the edge of the lenses.

What can I do to ensure that my prescription is done right?

For optimal vision, it is crucial to start with an up-to-date prescription. With ESS' state-of-the-art **Rx Digital Mapping Technology™ (DMT™)**, correct pupillary distance (PD) measurements are critical for great results. ESS will only accept documented, recent prescriptions (i.e. within the Rx Validity Date) for corrective lens fabrication. **ESS is not responsible for incorrectly entered prescription details.** Properly filled Rx lenses are nonrefundable. Customers are strongly encouraged to double check your prescription for accuracy prior to submission to ESS. ESS recommends that its customers verify a proper fit with ESS sunglass frames before ordering Rx lenses.

How is the pricing for this program calculated?

Pricing is based on a standard Single-Vision Rx Base Price for each model. "Added Rx Costs" are incurred if you select Progressive Bifocal. *Note: Progressive lenses are not available on all models at this time.*

Each completed prescription solution includes an Rx frame (either an Rx Insert or an Rx-Ready Sunglass) and a Prescription Fill (i.e. the corrective lenses customized to your prescription). Please note that for each set of lenses that you choose, an equal number of Rx Frames or Rx-Ready Sunglasses is required.

Lens colors other than Clear will also typically affect the price. In all cases, fully itemized pricing is clearly displayed on the site as you build your order. Of course, you will also have the opportunity to review your itemized order before submitting.

My Prescription shows costs for "Added Rx Costs." What are those?

"Added Rx Costs" appear if you have selected lens colors other than clear, or have added Progressive Bifocal to a prescription. This cost is itemized in the cost calculator in the left-hand column of the page. *Note: Progressive lenses are not available on all models at this time.*

I noticed that your base Rx-Filling prices increased. What gives?

ESS recently overhauled our Rx-Filling program and moved it into the same world-class facility in California where we build our other products. With this change, we upped our base filling price, but increased the value even further. Before, we had to charge significantly extra for anti-reflective (AR) coatings. Now, all clear lenses come standard with AR coatings on BOTH sides of each lens, and all tinted lenses include AR coatings on the backside (user side) of each lens.

Also, we're now able to fabricate all our prescription lenses using proprietary **Rx Digital Mapping Technology™ (DMT™)**. This ground-breaking technology is extremely expensive, but it extends the clarity and power of your prescription all the way to the edge of the lenses, and we are confident you'll appreciate the difference. Lastly, we are now able to perform extremely advanced lens beveling, which allows us to inject your prescription into high-impact, ANSI Z87.1-rated sunglass lenses for products like the ESS **5B™** and **Credence™**.

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Can I get Anti-Reflective coatings on my Rx lenses?

Yes, *all* clear lenses come standard with Anti-Reflective (AR) coatings on *both* sides of each lens, and *all* tinted lenses include AR coatings on the backside (user side) of each lens. The end result is a much-improved user experience, especially for Rx Inserts that go behind a primary ballistic lens, such as the **U-Rx™** or **Vice™** Rx Insert.

Can you fill Progressive Bifocal Lenses?

Currently, ESS only offers Progressive Bifocal lenses on Avon Rx Inserts. However, one of our trusted dealers who has nearly a decade worth of experience in filling ESS Rx eyewear, can provide Standard Line Bifocal and Progressive Bifocal on many ESS products. Please contact **Terry Tranmer of Mtn. West Optical** at **+1-208-734-3937** or terry@mountainwestoptical.com for details.

Can I get a transitional lens for an insert that goes behind a primary lens?

Although possible, ESS does not recommend them, nor provide them. All ESS primary goggle and eyeshield lenses are made from high-grade polycarbonate, which in addition to providing unparalleled impact resistance, also filters 100% of harmful UV light. This UV filtration conflicts with Transitional (aka Photochromic, or light-adapting) lenses, which require UV light to activate their transformation. As such, Transitional lenses positioned behind any UV-filtering material do not function well enough to warrant installation.

Do you still offer the Rx-filling service for the P-2B™ Inserts?

Although ESS still makes the **P-2B™** Rx Insert frames available for sale, we no longer offer the Rx-filling Service for this model. Instead, we recommend the newer **U-Rx™** insert, which is compatible with a wide range of ESS and Oakley products and is listed on the U.S. Army's Authorized Protective Eyewear List (APEL), or the **Vice™** Rx Insert, which is recommended for shooting sports or other non-duty uses.

I have two numbers on my Rx form for Pupillary Distance. What does that mean?

PD values can be written as one number (known as a Binocular PD), which represents the distance between both pupils, or written as two numbers (known as a Monocular PD), which reflects the distance from each respective pupil to the center of the nose bridge.

Adding the two Monocular PD values together will always equal the Binocular PD. However, Monocular PD values cannot be reliably achieved by dividing the Binocular PD in half. Faces are rarely perfectly symmetrical, and it is common for one eye to be further from the nose bridge than the other. Because Monocular PD values are more precise, they are required for Progressive Bifocal lenses.

Underneath Pupillary Distance, my Rx form shows OD and OS. What are those?

If you have two values underneath the Pupillary Distance header, it means your Rx was written in terms of Monocular PD. This is the distance from the center of each pupil to the center of your nose bridge. OD refers to your Right Eye, and OS refers to your Left Eye.

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I placed an order for a sunglass and also for an Rx fill. Why did I get two packages?

Please note that while you can place an order for both Rx-filled products and non-Rx products in the same shopping visit on www.esseyepro.com, you will receive two separate packages. Since ESS offers free shipping options on all Rx-filled products, you will only be charged shipping for one shipment (unless you choose an expedited shipping method for your Rx-filled products). This process allows us to service your non-Rx order as quickly as possible, without burdening you with shipping fees twice.

How can I keep my prescription lenses in good shape?

Polycarbonate lenses require special care, so clean your lenses carefully. First, blow off any particles. Clean only with mild soap and water, and wipe dry with a soft cotton or microfiber cloth. Do not use paper products, abrasive cleaners, glass cleaners, or other solvents as these may scratch, weaken, or crack the lens.

I scratched my Rx lenses—what can I do?

ESS offers an industry-first **Rx Lens Contingency Program™**, because when it comes to life and to lenses, bad stuff sometimes happens. With the **ESS Rx Lens Contingency Program™**, there is a one-time remedy for the scratched-lens blues: if a customer suffers a scratch to their ESS Rx lenses within one year of purchase, ESS will replace the scratched lens(es) with new ones of the same correction, color, and type at 50% off the retail price.

If I don't like the style of my sunglasses, can I get a refund or an exchange?

ESS recommends that its customers verify a proper fit with ESS sunglass frames before ordering Rx lenses. However, for the first sixty days of the original shipping date, in the event the customer is unhappy with their choice of frame for the ESS Rx eyewear, ESS will provide a one-time change in frame style at no charge. ESS will replace the eyewear with a different ESS frame style of the customer's choice (subject to availability) with the same Rx lens correction, color, and type.

If I don't like my prescription, can I get a refund?

For Rx orders cancelled prior to lens fabrication, ESS will issue a full credit. For Rx orders cancelled or changed after lens processing has begun, ESS will issue to the customer a credit equal to 50% of the original purchase price. When applicable, ESS will issue credit after the customer has returned the original eyewear and ESS has received delivery.

ESS is not responsible for incorrectly entered prescription details. Properly filled Rx lenses are nonrefundable. Customers are strongly encouraged to double check your prescription for accuracy prior to submission to ESS.

In the unlikely event that within sixty days of purchase a customer experiences correction problems with the ESS Rx lenses, ESS will provide a one-time "Lab Do Over" at no additional charge. An ESS technician will review the details of the customer's prescription, provide a consult and, if appropriate, issue a new set of like-kind Rx lenses. In its sole discretion, ESS may alternatively offer a full refund of the cost of the Rx lenses and any eyewear purchased directly from ESS on the same order.

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What is your warranty for prescription lenses?

ESS Rx eyewear (prescription lens carrier inserts and prescription eyewear) products comes with a warranty by Eye Safety Systems, Inc. (ESS) for five years (for frames) against manufacturing defects and workmanship, and two years (for Rx lens coating) against surface cracking and/or peeling. Warranty coverage commences from the date of original purchase and is only valid for the original purchaser with proof of purchase from an authorized dealer that clearly shows the purchase date.

The warranty is only valid when the Rx eyewear frames are fitted with authentic ESS Rx lenses; fitting with any third party products automatically voids warranty coverage. Scratches caused by improper care or abuse are not covered by this warranty. Alteration, misuse, abuse or improper care will void all warranty coverage. The customer's exclusive remedy for a breach of warranty shall be a replacement of the product if related to the frame and a one-time replacement of the product if related to the lens coating. This warranty does not affect the legal rights of customers under applicable state or national laws governing the sale of consumer goods.

Please visit www.esseyepro.com for additional information regarding ESS Rx Warranty policies and programs.

How do I make a warranty claim on prescription lenses?

To make a warranty claim, customers should contact ESS Customer Service at **877-726-4072** or via Email at csinfo@esseyepro.com. All authorized returns must include a copy of the original order along with a brief description of the problem and the Return Authorization (RA) number provided by Customer Service. Any expenses incurred in submitting a product for warranty service shall be done at the customer's expense. ESS recommends that all customers ship their product via a carrier that will provide insurance and tracking capabilities.

What is your warranty for prescription lenses inside Avon Rx Inserts?

Avon Vision Correction System (VCS) frames are warranted by ESS for a period of eighteen months from the date of original purchase against manufacturing defects. Rx lens coatings come with a twenty-four month warranty against surface cracking and/or peeling. Warranty coverage is only valid only for the original purchaser with a proof of purchase from an authorized dealer that clearly shows the purchase date.

Scratches caused by improper care or abuse are not covered by this warranty. Alteration, misuse, abuse or improper care will void all warranty coverage. The customer's exclusive remedy for a breach of warranty shall be a replacement of the product if related to the frame and a one-time replacement of the product if related to lens coating. This warranty does not affect the legal rights of customers under applicable state or national laws governing the sale of consumer goods.

Please visit www.esseyepro.com/AvonRx for additional information regarding ESS Rx policies and programs.

To make a warranty claim on the Avon Vision Correction System (VCS) or the Rx lenses filled by ESS, customers should contact ESS Customer Service at **877-726-4072**. All authorized returns must include a copy of the original order along with a brief description of the problem and the reference number provided by Customer Service. Any expenses incurred in submitting a product for warranty service shall be done at the customer's expense. ESS recommends that all customers ship their product via a carrier that will provide insurance and tracking capabilities.

For issues with an Avon 50 Series protective mask, please contact Avon Protection Customer Service.

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Key Terminology Definitions:

Axis: To correct for astigmatism, a special cylindrical lens is needed. Axis refers to the amount of rotation that this cylindrical lens is positioned, and is measured in degrees, ranging from 1 to 180.

Bifocal: Bifocal lenses have regions with two different optical powers. Standard "Line" Bifocals have a visual line that separates the two regions. Progressive "No Line" Bifocals have no discernible line between these two regions.

Cylinder: If there is a value under the Cylinder heading, then you have astigmatism. To correct for astigmatism, a special cylindrical lens is needed. While most optometrists write the Cylinder value with a minus sign in front, most ophthalmologists (physicians who specialize in the eye) write the Cylinder value with a plus sign in front. Either way, the prescription is the same.

Important Note: Cylinder values cannot be negative in one eye and positive in the other. Please check your values to make sure they are either both Positive, both Negative, or Zero. If SPH is written in your Cylinder field, your Cylinder value = Zero.

Prism: Prism is rarely filled in on Rx forms. When needed, Prism is ground into a lens to compensate for misaligned eyes or visual field loss. These lenses have a wedge shape that is thicker on one side than the other. The value under the Prism heading denotes the strength of the prism, and the Direction (also known as Base) is either Up, Down, In or Out.

Values under the Prism heading denote the strength of the Prism (measured in Prism Diopters).

Values under the Direction heading (also known as Base) denote the direction of the lens displacement (either Up, Down, In or Out).

Pupillary Distance (PD): The distance between the centers of your pupils is known as Pupillary Distance, Pupil Distance, or just PD. Accurate PD values are critical to any prescription, and should only be measured by an authorized optical professional. These measurements ensure optimal visual clarity by aligning the optical center of each lens with each of your pupils.

PD values can be written as one number (known as a Binocular PD), which represents the distance between pupils, or written as two numbers (known as a Monocular PD), which reflects the distance from each respective eye to the center of your nose bridge. Monocular PD values are required for Progressive Bifocal lenses.

In general, Binocular PD measurements range between 50mm to 75mm, with the most common being between 58mm and 68mm. Monocular PD measurements range between 25mm to 38mm, with the most common being between 29mm and 34mm.

SEG Height:

Segment Height, also known as Seg Height or SH, is the vertical measurement in millimeters from the bottom of the lens in your frames, to the beginning of the progressive addition on a progressive lens.

Sphere:

The number under the heading sphere is the main part of your prescription. The number itself denotes the strength of the lens: the higher the number, the stronger the prescription. Note: If "PL" is written in your Sphere field, your Sphere value = Zero.

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