

WHOLESALE WARRANTY CLAIM

Canada · For authorized wholesale partners, optical practices, and retail accounts. One form covers any number of units.

01 YOUR ACCOUNT

COMPANY	ACCOUNT #
CONTACT NAME	EMAIL
PHONE	INVOICE / PO REF

Give your Lucyd invoice or PO number, or the authorized retailer or distributor the frames were bought from.

02 THE UNITS

SKU	QTY	FEATURE THAT FAILED	WHAT WENT WRONG

Attach a photo of each frame (a short video for audio, charging or Bluetooth faults). Lucyd frames have no serial numbers; the invoice and photo tie the claim to a frame we shipped you. For **five units or more**, or a repeat claim on the same SKU, include a photo of every unit and a short video of one failure.

03 WHERE THE CREDIT SHOULD GO

☐ Against open invoice # _____ ☐ Left on account, off the next order ☐ Against a new order (send it with this form)

04 WHAT HAPPENS NEXT

We reply within one business day with the resolution: a credit memo against your account, or a replacement frame shipped at our cost.

- We raise the RMA on our side. There is no number for you to chase.
- No approval call to sit through.

Do not ship the unit back. Render the frame unusable and dispose of it through your local electronics recycling, in line with lithium battery disposal rules. A frame that has been credited or replaced should not be resold or passed on.

- If engineering needs a specific unit we ask for it, send the label, and cover the freight.

05 COVERAGE IN BRIEF

One year from the retail sale to your customer, and in no case beyond **18 months from the date we delivered the frame to you**. Covers defects in materials and workmanship: electronics, audio, battery, hinges, structural defects, photochromic plano lenses. Not covered: normal wear, drops or crushing, water beyond rating, unauthorized repair, and prescription lenses installed by a third-party lab. Where your own lab cuts the Rx, the lens side stays with you and we cover the frame and electronics.

06 HOW TO SUBMIT

Email this form to wholesale@lucyd.co, or file online at resources.lucyd.co/warranty-canada. Questions: **+1 (800) 530-7230**, Monday to Friday, 9 AM to 5 PM EST.

Returns address, used only when we have asked you for a specific unit and sent a label: KLN Logistics Canada Inc. c/o Innovative Eyewear Inc. · 9942 Chemin de la Côte-de-Liesse, Door 14 · Lachine, Québec H8T 1A1 · Attn: Carlos Velazquez