



Department of Corrections
CI Optical
11919 W. Sprague Ave
P.O. Box 1959
Airway Heights, WA 99001

CI Optical Frame Return Policy

Effective Date: 4/9/2010

Frames ordered by providers for fitting kits or repairs from Correctional Industries (CI) Optical will not be accepted for return/exchange, even if it is in re-saleable condition.

Frames that have been discontinued from CI Optical vendors are not returnable/exchangeable by CI Optical.

CI Optical will accept defective frames previously purchased for fitting kits for replacement or credit, provided the defect in the frame is determined to be a result of defective manufacture, for a period of one year from original purchase date. A copy of the original invoice along with a completed Defective Frame Return Form (available on our website), must accompany the frame(s). All warranties for manufacture defects are to be determined by the Vendor.

Abuse or misuse of frames is not covered by this policy. Contract frame warranties are determined by the state's specific contract. Acceptance for return of any frame is at Airway's discretion.

CI Airway Optical does not sell frames for the purpose of client approval.