MYGLASSES SUBSCRIPTION

Terms & Conditions

The full terms of the MyGlasses subscription scheme at DJ Preston Opticians. Please take a moment to read through before joining — if anything's unclear, we'll happily talk it through with you in practice.

Provider: **DJ Preston Opticians** | Payment: **Monthly Direct Debit** | Governed by: **England & Wales** | Version: **July 2026**

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SECTION 1

What the subscription includes

Your subscription entitles you to the following benefits, subject to these Terms & Conditions and clinical suitability.

Eye examinations

One comprehensive eye examination every 12 months, including OCT scanning. OCT scanning is normally charged at £40 for NHS-entitled patients; private eye examinations are normally £60.

Spectacle lenses

Replacement spectacle lenses every 12 months, even if your prescription has not changed, to ensure optimal vision, comfort and lens condition.

Frames

A complete replacement of frames and lenses every 24 months.

Two-year warranty

During any 24-month period we will replace or repair once, free of charge, including accidental damage, provided the broken frame and lenses are returned. The warranty applies to normal day-to-day use.

Additional eyewear

25% discount on supplementary eyewear, including sunglasses and additional pairs (complete pairs only; not combinable with other offers).

SECTION 2

Monthly subscription fees

The monthly subscription fee depends on the lens type chosen, and on whether you include a polarised sun pair.

Plan	Monthly	With sun pair
ZEISS Single Vision	£25	**£40**
ZEISS Office Lens	£30	**£50**

ZEISS Bifocals	£30	**£50**
ZEISS Varifocals	£40	**£70**
Separate Distance & Reading (two pairs)	£45	—

The separate distance and reading option includes one pair of single vision distance glasses and one pair of single vision reading glasses, both covered by the same annual lens replacement and two-year frame replacement entitlements.

Lens upgrades

The following options are available on any plan:

- High-index lenses (1.67 or above)
- Photochromic lenses (ZEISS PhotoFusion X)
- Polarised lenses

The upgrade fee is £4 per month for one upgrade, or £7 per month for 2 upgrades. It forms part of your ongoing subscription and applies for as long as the upgraded specification is supplied, including at each annual lens replacement. Upgrades may be added or removed at any annual lens replacement.

Where a higher-index lens is clinically required, your dispensing optician will discuss this with you before any supplement applies. Where upgrade pricing changes, existing members move to the current fees at their next annual lens replacement, with advance notice. Ongoing payments are collected monthly by Direct Debit. A deposit and any clinical fees incurred at joining are payable upfront, as described in Section 4.

S E C T I O N 3

Sun plans (clear pair plus polarised sun pair)

The sun plans provide two complete pairs of glasses on a single subscription: your everyday clear pair, plus a second pair fitted with ZEISS polarised sun lenses to your prescription, in a frame of your choice from our sun range.

Both pairs are covered by the same entitlements as a standard plan: new lenses every 12 months and complete frame replacement every 24 months, applied to each pair.

The two-year accidental damage warranty applies to each pair (one repair or replacement per pair within any 24-month period).

The sun plan is a single subscription; the two pairs cannot be split, transferred, or substituted for unrelated eyewear.

If you join a sun plan and later wish to move to the equivalent standard (clear-only) plan, or vice versa, this can be arranged at your next annual lens replacement.

Sun plan pricing is shown in Section 2. The difference versus the standard plan reflects the second polarised pair and its ongoing replacement.

S E C T I O N 4

Deposit and initial fees

A deposit is payable when you join the scheme. The deposit is taken either when your spectacles are ordered or when you collect them, whichever is agreed with you at sign-up. The deposit amount will be confirmed before you join and recorded on your signed agreement.

The deposit counts towards the overall cost of your eyewear. If you cancel during the minimum term under the settlement option (Section 5, Option B), the deposit counts towards the payments you have made.

Any clinical fees incurred at or before the point of joining — for example a private eye examination or an OCT scan carried out on the day you sign up — are payable at the time, either on ordering or on collection of your spectacles. These fees are not covered retrospectively by the subscription.

Your subscription covers eye examinations and OCT scans falling due during your membership, as described in Section 1.

S E C T I O N 5

Minimum term and early cancellation (first 24 months)

The subscription has a minimum commitment period of 24 months. To cancel during the first 24 months you may choose one of the following.

Option A — Return of eyewear

Return the most recently supplied spectacles (all pairs supplied under the plan, frames and lenses) in reasonable condition. The subscription is then cancelled with no further payments due.

Option B — Settlement and retention of eyewear

Alternatively, keep the spectacles by paying the difference between the payments made to date (including your deposit) and the full retail price of the spectacles supplied (shown on your original receipt, discounted to £0 at the point of supply for subscription purposes). For sun plans this covers both pairs.

S E C T I O N 6

Cancellation after 24 months

After the initial 24-month period the subscription continues on a rolling basis.

You may cancel at any 12-month anniversary with no further obligation, provided your account is up to date. To cancel outside a 12-month anniversary, return the most recently supplied spectacles in reasonable condition.

S E C T I O N 7

Changes to prescription or lens type

If your prescription changes such that a different lens type is required (for example moving from single vision to varifocal), your subscription fee may be adjusted accordingly. Any change will always be discussed and agreed with you in advance.

S E C T I O N 8

Fair use and exclusions

The subscription and frame warranty are intended for normal everyday use. They do not cover loss or theft, deliberate damage, repeated or excessive breakages beyond normal use, or damage from misuse or neglect. Any replacements outside the scheme entitlement are at our discretion and may incur a charge.

S E C T I O N 9

Missed or failed payments

If a payment fails we will contact you to resolve it. Benefits may be temporarily suspended if payments fall into arrears, and persistent non-payment may result in cancellation under the early termination terms.

S E C T I O N 1 0

Cooling-off period

You may cancel within 14 days of joining, provided no eyewear has been dispensed, for a full refund of any payments made. Once spectacles have been supplied, the cancellation terms in Sections 5 and 6 apply.

S E C T I O N 1 1

Changes to the scheme

DJ Preston Opticians reserve the right to make reasonable changes to the scheme or pricing. Any material changes will be communicated to customers in advance.

S E C T I O N 1 2

General terms

- The subscription is personal and non-transferable.

- All eyewear remains the property of DJ Preston Opticians until the minimum term has been completed or any outstanding balance settled.
- All services remain subject to clinical judgement and professional standards.
- These Terms & Conditions are governed by the laws of England and Wales.

FOR IN-PRACTICE SIGNING

Start your MyGlasses subscription

Please complete and sign below. We'll keep this signed copy on file and you'll receive your own copy to take home.

PATIENT NAME _____

SELECTED PLAN

☐ ZEISS Single Vision — £25/month

☐ ZEISS Office Lens — £30/month

☐ ZEISS Bifocals — £30/month

☐ ZEISS Varifocals — £40/month

☐ Separate Distance & Reading — £45/month

ADD A POLARISED SUN PAIR (SUN PLAN)

☐ Single Vision sun plan — **£40/month**

☐ Office / Bifocal sun plan — **£50/month**

☐ Varifocal sun plan — **£70/month**

LENS UPGRADES (£4/MONTH FOR ONE, £7/MONTH FOR TWO OR MORE)

☐ High-index (1.67+)

☐ Photochromic (PhotoFusion X)

☐ Polarised

Total monthly fee £_____ Deposit £_____ Clinical fees today £_____

Deposit and any clinical fees incurred today are payable on ordering or on collection (Section 4).

I have read and understood the Terms & Conditions of the MyGlasses subscription scheme and agree to subscribe on the basis described above.

SIGNED _____ DATE _____

FOR PRACTICE USE ONLY Start date _____ Deposit taken £_____ ☐ ordering ☐ collection Clinical fees taken £_____ DD reference _____ Initials ____

Have a question?

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