

SWISSFLEX MAIL ORDER INFORMATION SHEET

WORKING WITH NATALIE @ ARTISAN EYEWEAR

Determining Whether Mail Order is An Option

Q: Do you have a pair of Swissflex that were made for you by an optician, which you are able to mail to us in Vermont for 2-3 weeks?

Yes:

We are likely good to go!

Yes, BUT:

“I want to change X-Y-Z”

--> Clarify this with Artisan Eyewear ASAP to ensure what you want is possible!

No:

Sorry, but we won't be able to work by mail.

We need to be able to pull your pupillary distance and seg height measurements off a pair of glasses that have been 'proven' to fit you well, and that you see well with.

If you are committed to making this work, we are willing to make your frame with 'fake' lenses, ship them to you so a local optician can mark them up, then ship back to us, but it will add \$50 to the cost of your order and if the optician's measurements are off, there isn't much recourse possible.

PROCESS

1. Complete our intake form or directly call / email Artisan Eyewear to start a conversation
2. E-mail us a photo of your current eyeglasses prescription
3. Ship your frame to Artisan Eyewear:
 - A. Wrap frame in 1-2 microfiber cloths or paper towels and place in hard-shell eyeglasses case, then place in a cardboard box and pack the empty space with crumpled paper or bubble wrap. Don't let the frame clank around in the box.
 - B. Ship to Artisan Eyewear
USPS:
PO BOX 526, Norwich VT 05055
FedEx/UPS:
309 Main Street, Norwich VT 05055
 - C. Keep your tracking number in case of issues. Artisan Eyewear will alert you when the frame is received.
4. Once everything is confirmed, you'll be emailed a Square payment portal. As soon as payment is received, the order will begin.
5. Most orders take 2 weeks +/-.
6. Adjustments: we can attempt to make some adjustments to your temples to match the 'old' frame, with your understanding that additional adjustments performed in-person will likely be necessary for an ideal fit
7. We normally ship orders to you via USPS for a flat \$13. If you require a different carrier, or want us to use additional features like adult signature at delivery, let us know.

**ARTISAN EYEWEAR
309 MAIN STREET
NORWICH VT 05055
(802) 526-3245
INFO@ARTISAN-EYEWEAR.COM**