

WARRANTY

BOOKLET



TITAN EYE+

FRAMES

Warranty valid from date of purchase against the following manufacturing defects:

Any frame or its parts found to have the below issues due to a manufacturing defect by our store team will be repaired or replaced free of charge at Titan Eye+ store.

In case the same frame is not available in stock, any similar frame would be offered as replacement to the customer. In case this frame is of lower value, the company will refund the differential amount to the customer. The customer may also choose a higher value frame subject to the customer paying the differential amount.

Warranty terms for all other frames will be as specified by the respective brands and provided to the customer at the time of purchase.



On Signature &
Zefr Frames



On Titan &
Aristo Frames



On Ace, Fastrack,
Dash Frames



Breakage At
Soldered Joints



Coating
Peel-Off



Warranty valid from date of purchase against the following manufacturing defects:

Any pair of sunglasses with below issues will be repaired or replaced free of charge at the Titan Eyeplus Store.

Warranty terms for all sunglasses will be as specified by the respective brands and provided to the customer at the time of purchase



Breakage At
Soldered Joints



Coating
Peel-Off



On Titan & Aristo
Sunglasses



On Fastrack
& Dash Sunglasses

SUNGLASSES



tees
by *fastrack*



No Warranty

7 days return



Warranty valid from date of purchase against the following manufacturing defects:

Any pair of products/spectacles/sunglasses with below issues will be repaired or replaced free of charge at the Titan Eye+ Store.

Warranty terms for all frames/sunglasses will be as specified by the respective brands and provided to the customer at the time of purchase.



Coating
Peel-Off



Functional &
Technical issue



On Titan
Smart Frames



On Fastrack
Smart Sunglasses



LENSES



On All Titan Lenses



On all Titan lenses

Warranty valid from Date of Purchase at any Titan Eye+ Store against manufacturing defects in material & coating. Lens with above issues due to manufacturing defects (subject to inspection by our technical team) will be repaired or replaced free of charge.

For Progressive Lens and Titan MyoSlo Lens, a money-back offer is applicable in case of non-adaptation, i.e. due to adjustment difficulties, if the customer returns the progressive/Titan MyoSlo lenses within a maximum period of 4 weeks from the date of purchase and the non-adaptation is validated by our technical team. Alternatively, the customer can choose to exchange his/her pair of progressive/Titan MyoSlo lenses for any other pair of lenses for the same prescription. In case this lens pair is of lower value, we will refund the differential amount to the customer. The customer may also choose a higher value lens pair subject to the customer paying the differential amount.

Titan MyoSlo Lens 9 months Power Change Warranty

The warranty covers any increase in power of -0.5D or more within the first nine months. The increase in power shall be evaluated against the prescription used to make the original lenses. In case of such an increase, the user will be eligible for a one-time free replacement. Other terms as specified in consent form and digital authentication apply.

Warranty terms for all other lenses will be specified by the respective brands and provided to the customer at the time of purchase.

ACCESSORIES



On Ready Readers,
Computer Glasses &
Spectacles Chains



Your Titan accessories come with a warranty against manufacturing defects.

Warranty Terms for all other accessories will be as specified by the respective brands and provided to the customer at the time of purchase.



No warranty

Once sold cannot be replaced.

Replacement only if manufacturing defect is identified within 7 days

How to take care

of your Titan Eye+ eyewear



Take them off using two hands, instead of one. This keeps the temples straight and in the right alignment. Taking them off with one hand stretches them out and makes them loose.



Don't put your glasses on the top of your head. This can distort the shape, and there's a greater chance of them falling off and getting damaged that way.



Try not to push them up on your nose by sticking your finger on the nosepiece (right between your eyes) if they're wire-framed, rimless, thin-metal frames.



Clothing, Paper towels or tissues - Dirt & Fiber trapped in the fibers can scratch the lenses.



A dirty microfiber cloth - When you're not using the microfiber cloth, put it in the eyeglasses case. Wash the microfiber cloth regularly.



Do not use Hand sanitizer to clean your spectacle.

How to clean

your Titan Eye+ eyewear



Use a prepared solution to dissolve any spots. Buy Titan lens cleaning spray, available at all our stores. Spray a small amount on both sides of each lens and clean with a microfiber cloth.



Do not try to repair on your own. Visit your nearest Titan Eye+ store.



Keep your glasses in a case when you are not wearing them.



Place carefully. " Don't rest your glasses against any hard surface to avoid scratched lenses."

Inclusions & exclusions

Our warranty does not cover damage resulting from accidents, improper handling, unauthorized alteration, manipulation or repairs, as well as the consequences of normal wearing and ageing of the frames, including breakage/damage to changeable temples.

We will not be responsible for any deficiency in service, breach of warranty by any brand that is not owned by the company.

Free service under the warranty will be provided only by the company-owned stores/authorized franchises of the company anywhere in India.

This warranty does not cover any scratches on the lens due to mishandling and improper usage.

The invoice copy needs to be duly filled in, signed and stamped by an authorized member of our store staff for it to be valid.

In order to benefit from the warranty, please retain the invoice copy and follow the Titan Eye+ instructions on taking care of your eyewear.



General eye tips



TV viewing

Television should be watched at a proper viewing distance of 3.5 meter or more in a well-lighted room.



Gadget usage_(Computer/Smartphone/Tablet)

Gadget screen should be slightly lower than the eye level. One should consciously blink his/her eyes and give rest to the eyes at regular intervals. Customer with zero powers should be encouraged to use computer glasses judiciously in order to reduce eye fatigue.



Lighting

One should have a light source behind while studying, books should be ideally held at a distance of 12-16 inch.



Right postures while reading

Do not read in odd postures like in sleeping position. Also, do not hold books too close or stoop on the books.



Caring for eyes

Wash your eyes & hands after coming from the outdoors.



Eye test

Get your eyes tested every six months to a year from a qualified eye care practitioner, or visit your nearest Titan Eye+ store for a free 20-step Zero Error Eye Test.

Titan Eye+ promises



The Tata Trust

With Tata Trust, you can always rely on us when it comes to providing world class products.



900+ Stores nationwide

You can never give the excuse that you couldn't find us! Our stores are easily accessible and conveniently located. With over 900+ stores across India, You are never too far from an Eyeplus store for any servicing-related needs.



100% Original products

We are committed to offering only the original branded products with guaranteed warranty. With quality comes the promise that you can find the best value for your money with all of our products and services.



Certified optometrist

Providing the best of eyecare is our priority. Our state-of-the-art clinics have qualified, trained & certified Optometrists from Sankara Nethralaya who follow the zero-error eye testing process to help you with the most suitable solution.

What do we offer

Products

Frames, Lenses, Sunglasses, Contact Lenses, Ready Readers, Computer Glasses, Prescription Sunglasses, Smart frames, Smart sunglasses and Accessories.

Services

Free 20-Step Zero Error Eye Test by qualified, trained & certified optometrist.
Free spectacles servicing.

Brands & Warranty

12 Months

Calvin Klein, Carrera, Cartier, Charriol, Cutler & Gross, Gucci, Hugo Boss, Lindberg, Marc Jacobs, Mont Blanc, Polaroid, Police, Salvatore Ferragamo, Silhouette, Stepper, Ted baker, Tom Ford, Tommy hilfiger, Yves Saint Laurent, Zegna

24 Months

Alain Mikli, Burberry, Bvlgari, Coach, Dita, Dolce & Gabbana, Emporio Armani, Jimmy Choo, Maui Jim, Michael Kors, Miu Miu, Oakley, Oliver Peoples, Persol, Prada, Rayban, SeeSaw, Swarovski, Tiffany, Versace, Vogue

Thank You

for trusting with something as important as your vision.

Your eyes are precious and the power of sight is the most important sense. We at Titan Eye+, Understand this and are willing to go to any length to ensure that you get personalised eyewear, made from the best quality components. It is paramount to us that you are empowered with all the information required to make an informed choice.



Write to Us

cs@titaneyepus.com
for more information



Just drop in

anytime at our store and have
your queries answered by our
trained staff



Call Us

at our toll-free number
1800-266-0123

About Us

Titan Eye+, The eyewear business from Titan Company, was launched in March 2007. The move was an initiative to redefine the industry and straddle the marketplace with exacting quality standards, unparalleled in India's prescription eyewear industry.

Benchmarked against the best in the world, Titan Eye+ heralds standardization in the eyewear industry. Following Tata's principles of quality and trust, the brand offers international quality standards enhanced by practices such as transparency in pricing, contemporary design and styling in the highly fragmented and undifferentiated Indian optical retail segment.

Titan Eye+ has over 900+ exclusive stores operating in over 350 cities and offers a wide range of stylish and contemporary eyewear.