

These Terms and Conditions of the **Medicover Optyk Guarantee**, hereinafter referred to as the "Terms and Conditions", set out the terms on which consumers may exercise the rights arising from the Medicover Optyk guarantee (hereinafter the "**Guarantee**") when using the chain of Medicover Optyk optical stores operated by **Medicover Sp. z o.o.**, with its registered office in Warsaw at Al. Jerozolimskie 96, entered in the business register of the National Court Register kept by the District Court for the Capital City of Warsaw, 12th Commercial Division of the National Court Register, under KRS number 0000021314, NIP (Tax Identification Number) 525-15-77-627, hereinafter referred to as "**Medicover Optyk**".

§ 1 Definitions

Regular Price: The gross catalogue price of a Product (i.e. the price including the amount of VAT calculated in accordance with the applicable legal provisions), not taking into account any discounts or reductions resulting from promotions offered by Medicover Optyk;

Product: Corrective glasses, sunglasses, or corrective lenses purchased at one of the Medicover Optyk stores located in the territory of the Republic of Poland;

Participant: A customer who has purchased corrective glasses or sunglasses at a Medicover Optyk store;

Notification: The activity of informing an employee of a Medicover Optyk store of the wish to make use of the Guarantee, together with the completion of a guarantee report and the presentation of the relevant proof of purchase of the Product.

§ 2 Preliminary Provisions

1. To reduce the effects of natural wear and tear on glasses, they should be inspected and serviced at an optician's; this service is provided free of charge at Medicover Optyk stores.
2. The guarantee on goods sold does not exclude, limit or suspend the buyer's rights arising from generally applicable law, particularly the statutory warranty for defects (Polish term: *rekojmia*).
3. The provisions of these Terms and Conditions shall apply from 15 July 2026 until revoked.

§ 3 Guarantee Exclusions

1. The guarantee does not cover faults or damage arising from causes attributable to the user, particularly those resulting from improper use, storage, cleaning, maintenance or unauthorised repairs to the product, including actions that do not comply with the guidelines set out in the user manual.
2. The Guarantee does not apply to a Product purchased in connection with the handling of a Medicover Guarantee claim.

§ 4 Medicover Optyk Guarantees

1. Adaptation Guarantee (Vision Guarantee)

- A. The Guarantee applies to the purchase of complete corrective glasses (corrective frame and Varilux progressive lenses).

- B. The Guarantee entitles the holder to a one-off exchange of the Varilux progressive lenses for other Varilux progressive lenses, e.g. of a different design or type, or to an exchange of the Varilux progressive lenses for two pairs of single-vision lenses: for near and for distance vision.
- C. The Guarantee is valid for up to three months (90 days) from the date of purchase of the glasses at the Medicover Optyk store where the original purchase was made.
- D. The exchange may only be made for Products in the same price category. Where the exchange is for a Product of lower value, the difference in price will not be refunded. Where the exchange is for a Product of higher value, the customer shall pay the difference in price.
- E. The Guarantee Participant must be a member of the free MediClub loyalty programme.

2. Guarantee for a Change in a Child's Vision Defect

- a. The Guarantee applies to the purchase of complete corrective glasses (corrective frame and corrective lenses) for children up to 16 years of age.
- b. The Guarantee is valid for one year (365 days), counted from the date of purchase of the corrective glasses at an OKKO store.
- c. The Guarantee entitles the holder to a one-off, free exchange of the corrective lenses for corrective lenses of a different power but of the same design and made of the same material as the original lenses.
- d. The Guarantee ceases to apply once the child reaches 16 years of age.
- e. The Guarantee may be used at the OKKO store where the original purchase was made.
- f. The new prescription should be issued by a vision care specialist cooperating with the OKKO store where the original purchase was made.
- g. The new prescription must differ by at least ± 0.50 D (the change relates to the spherical equivalent of the refraction).
- h. The Guarantee Participant must be a member of the free MediClub loyalty programme.

3. Vision Guarantee

- a. The guarantee applies to the purchase of a complete pair of corrective glasses (prescription frames and lenses)
- b. The guarantee is valid for up to three months (90 days) from the date of purchase of the corrective glasses at the Medicover Optyk branch where the original purchase was made.
- c. Only customers who have purchased corrective lenses at a Medicover Optyk branch based on a current eye test carried out at a Medicover Optyk branch may make use of the guarantee.
- d. Under the warranty, a customer may have the corrective lenses for their purchased frames replaced if, within 90 days of collecting the glasses, they identify problems adapting to the corrective lenses.
- e. Under the warranty, the patient must undergo a free comprehensive eye test at a Medicover Optyk branch, during which an optometrist will confirm a change in the patient's vision – compared to a previously issued prescription at the same branch.
- f. Under the guarantee, if, following a re-examination, the correction is found to have been incorrectly selected in relation to the previous examination and the prescription is amended, the corrective lenses will be replaced at no cost to the Customer with lenses of the same design (at the Customer's discretion) or a lower design, and with the same or a lower coating (at the Customer's discretion).



- g. Under the Vision Guarantee, the frames will not be replaced with different ones; the Guarantee applies exclusively to eyeglass lenses.
- h. The Guarantee does not cover cases involving a deterioration in the patient's vision due to treated

§ 4 Applicability of the Terms and Conditions

- 1. While a Medicover Optyk Guarantee claim is being processed, Medicover Optyk does not provide a replacement Product.

§ 5 Final Provisions

- 1. Medicover Optyk has the right to amend the Terms and Conditions at any time, without giving a reason, by notifying the Participants of the Promotion by publishing a notice on the Medicover website: www.medicover.pl.
- 2. Amendments to the Terms and Conditions and the discontinuation of the Guarantee may not infringe the rights acquired by Participants up to the time the Guarantee is discontinued.
- 3. Information on the processing of personal data and the related rights of Participants is available in the information clause provided at Medicover Optyk stores and on the website [Privacy Policy – Medicover Medical Centre](#).