

Scratches, Cracks, Damage? You're Protected With Ve-Care

Protect

From accidental drops to daily wear & tear – Ve-Care keeps your eyewear protected for 3 years.



What is Ve-Care?

Protect

Ve-Care Protect is our premium eyewear protection plan designed to give you complete peace of mind long after your purchase.

From accidental damage and loose hinges to fit issues – we’ve got you covered, so you can see clearly, stress-free.

Key Benefits

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Lens Frame Complete pair	Lens Frame Complete pair
1 st year	2 nd & 3 rd Year
1 free replacement	Unlimited replacements at 70% Discount

Pricing



Single Vision
₹299
Per Pair



Progressive
₹499
Per Pair

How to claim



Terms & Conditions

- VE-Care is a voluntary subscription programme by Vision Express India. This is applicable exclusively to prescription spectacles, prescription sunglasses, only frame and only lens purchased only from Vision Express stores in India. Non-prescription eyewear and all other categories of products are excluded from coverage.
- No additional discount to be clubbed during redeeming the policy.
- The subscription amount is Non-refundable even in case of cancellation and refund of the order.
- VE Care overrides all the warranties and guarantee .
- The customer must submit the original spectacle pair to claim a replacement.
- Benefits under VE-Care are limited to the original prescription provided at the time of purchase. Any change in lens prescription thereto shall not be eligible under the plan.
- The VE Care Plan is linked to the mobile number registered at the time of purchase. Claims or benefits under the plan cannot be processed without verification of the customer's registered mobile number.
- The VE-Care plan is non-refundable and cannot be transferred to any other individual, or extended to any other product, or transaction.
- In the 2nd or 3rd year of the VE-Care Protect Plan, 70% discount is calculated on the original invoice value (the bill on which VE-Care was activated), regardless of the current price of the replacement product. If the replacement product costs more than the original, the customer will pay the difference.
- VE-Care shall remain valid for a period of three (3) years from the date of issuance as stated on the VE-Care invoice.
- Loss and theft of product (spectacle frame, lens and prescription sunglasses) are not covered under VE-Care.
- Any form of misuse, misrepresentation, or abuse of the VE-Care plan may result in immediate termination of all benefits under the plan, without any obligation for refund or replacement.
- Replacements must be claimed in-stores only.
- A physical or digital invoice is mandatory to avail benefits under the VE Care Plan. Claims without a valid invoice will not be entertained.
- Mutilated or defaced invoices will not be accepted.
- Reliance Vision Express Private Limited reserves the rights to change terms & conditions anytime without prior notice and decision of Reliance Vision Express Private Limited in respect of any matter related hereto shall be final and binding and no correspondence will be entertained on this behalf.
- The bearer of the conditional discount coupon will be considered as the bonafide recipient of the benefits of redemption.
- In case of any disputes, Mumbai courts alone shall have the jurisdiction to deal with any such disputes.
- In the first year, customers are eligible for a one-time free replacement—either complete pair (frame + lenses) or partial (frame or lenses). In case of a partial replacement, no further replacement—frame or lenses—will be permitted under the free replacement benefit.
- If the value of the replacement product is lower than the original product, the difference in amount will not be refunded, carried forward, or adjusted against any other product or service.