



## WORRY-FREE ADJUSTMENT SERVICE



Dear local opticians,

Thank you for helping our customer adjust their JINS frame!

Since our stores are not located in the area, we suggested our customers to seek help from their local optometrists. We sincerely appreciate your help for assisting our customer fit their JINS frame! In order to help make this process seamless and worry-free for both you and the customer, we've added these quick and easy steps.

**If there's any adjustment fee applied:**

Please provide the customer a payment receipt for adjustment.

We will reimburse the fee up to \$30 for them after.

**Rest assured, if in case the frame is damaged during adjustment:**

We are able to provide a replacement frame 100% for free to the customer. In order for them to receive a replacement frame, please email us at [support@us.jins.com](mailto:support@us.jins.com) to provide the following information.

**Important:** This process must be completed by the optician who provided the adjustment, not our customer. If sufficient information is given initially, rest assured there will be no need for us to follow-up with you after.

1. Order Number
2. Customer's name and email address
3. Frame number (printed inside of the right temple, e.g. LMF 20S 085 94)
4. Damage details (e.g. a right nose pad arm came off)
5. Optometrist/Optical store contact (Office/Store name, contact name, phone number)

Please feel free to contact us if you have any questions, we're here to help!

**Phone:** 1 (800) 960-6040 Mon-Fri 9am - 4pm PT

**Email:** [support@us.jins.com](mailto:support@us.jins.com)

**Chat:** <https://www.jins.com/us/>

Sincerely,  
JINS Team