Limited Warranty against Breakage

Ray-Ban® warrants their sunglasses against breakage due to defects in material and workmanship for two years from the date of purchase. Scratched lenses are considered normal wear and are not covered under warranty.

If service is required and you are a Ray-Ban USA customer, please pack your product in a cardboard box and use a shipping service that offers both insurance and tracking to ensure a safe delivery of your product.

Ray Ban is not responsible for packages lost in transit.

Please send the sunglasses with proof of date purchased, postage paid, and bills insured to:

Luxottica Consumer Warranty and Repairs
420 Westridge Parkway
Building 100
McDonough, GA 30253.

Warranty Requirements

1. Your complete name, current return address, telephone number and email address.

2. A brief description of the problem or service you are requesting.

3. A copy of your dated receipt.

If the sunglasses are returned within the warranty period, and Ray-Ban finds that the breakage was due to a defect in material or workmanship, the sunglasses will be repaired or replaced at our option and returned to the sender. In the event that the damage is not due to a defect in material or workmanship additional repair charges may apply. In this event, you will receive notification of additional charges through email or letter.

Contact Information

For general information on your product, please contact the Consumer Warranty/Repair Center:

Call us on 1-800-343-5594
Monday - Friday 9:00am - 5:30pm EST

Email us on consumerwarranty@luxotticaretail.com

A service representative will be happy to assist you in identifying your Ray Ban product and determine the best course of action for your warranty/repair claim.