

Frequently Asked Questions

Q: Who is UncutsDirect.com?

A: We're New! UncutsDirect.com is your online resource for prescription laboratory processing. We offer brand name lens designs at low prices through a simple, easy to order website.

Q: What makes us different?

A: Sometimes all you need is a simple resource to get your lab work done. You'll get branded, quality lenses, made to exacting specifications.

- The lowest prices available
- Responsive online customer service
- No unnecessary warranties

Q: What products do we carry?

A: We offer many of the most common lens designs and materials on the market. We don't try and offer everything, but we do have a bunch – including our own line of private label lenses at very aggressive prices.

Check out our product listing by clicking on this button . If there is a favorite we are missing, let us know and we'll do our best to make it available.

Q: How do I set up an account with UncutsDirect.com?

A: Click on the "Register for a New Account" button  on the right side of the screen. Provide us with some basic information about your business and we'll have you up and running in a couple of hours.

Q: How long does it take to set up an account?

A: We strive to respond to each New Account request within the same business day – typically within a couple of hours.

Q: Can I change my password?

A: You have complete freedom to change your password and most other pieces of information associated with your account. Just click the “my account” button  and edit your account profile.

Q: Where can I find an updated price list?

A: After you have successfully logged into your account, click on the “View Lens Availability” button  to see the entire availability list including pricing. Prior to logging in, you can still see the availability, but without pricing.

Q: What if I would like to order a product that is not listed?

A: Only products that are listed on the website are available for order.

Q: Can I cancel/change an order after I have submitted it?

A: UncutsDirect.com is an automated ordering system and we are not able to typically edit or cancel orders that are already in production. If you discover that you have made an error during normal working hours, please contact us immediately via email at orders@uncutsdirect.com and we will make a good faith effort to cancel/change the job if possible. However, please be aware that we do not guarantee that we will be successful making this change. Jobs typically enter production as soon as they are received.

Q: What warranties does UncutsDirect.com offer?

A: As outlined in the Account Policies, the products are warranted to be free from defects in materials and workmanship. Aside from that, in order to keep prices low, we are unable to offer additional warranties.

Q: What do I do if I have been locked out my account?

A: Please send an email to admin@uncutsdirect.com and we will correct this for you.

Q: Can I specify a base curve on a particular order?

A: UncutsDirect.com is an automated system that does not allow base curve specification and customization. All orders are processed on standard base curves.

Q: How do I check the status of an order?

A: Log into the website and click on the "Order History" button  to see all orders processed through your account. Please note the "Order Status" and "Status Note" columns. These will provide updated information.

Q: Can I easily "re-order" a job without inputting all of the prescription information again?

A: If you need to place a reorder of a specific job, find the order within the "Order History" section of the website. Click on the "Re-order" button and the order form will be populated with the exact data from the initial job.

Q: What if I receive a job that has a mistake as a result of an inputting error?

A: The low price structure of UncutsDirect.com does not allow us to absorb the costs for these types of errors. Please carefully check your order before submitting.

Q: What is the process for receiving credit for a defective job?

A: UncutsDirect.com guarantees all jobs to be free of defects and within the standards of the American National Standards Institute (ANSI) Z80 Quality Standards. In the event that you receive an unacceptable order, please email us at orders@uncutsdirect.com. We will immediately email you a Return Authorization and Shipping Label. You will be required to return the lenses for inspection and credit.

Q: What's the delivery method used for shipping?

A: One of the primary advantages of UncutsDirect.com is that you have the ability to choose your shipping method for each shipment. You have the choice of UPS Ground, UPS 2-Day (Blue) or UPS Next Day (Red).

Q: Will I be charged for shipping?

A: Yes. You will incur a shipping charge for each "order". Please note that an "order" may consist of multiple jobs. An "order" is denoted by the time that you hit the "submit payment" button.

Q: How long will it take for a job to be processed?

A: It's not possible to provide an exact timeline for each order. Production time depends on the complexity of the order, the time it was received, and many other factors. Every effort will be made to ship a job the day following when it was received.

Q: Will my orders be shipped together?

A: One shipment will be made to you each day if you have jobs waiting. All jobs that are completed in time for our delivery cut-off will ship out together that day.