



# Frequently Asked Questions (FAQ)

## Q: What is a PD measurement and how do I measure it?

The Pupillary Distance (PD) measurement is the distance between your pupils. This measurement usually comes in two forms; distance or near. Either option is acceptable.

This measurement can be obtained from the customer's eye doctor or you can download an app called EyeMeasure to measure it for you.

*It is required in order to make an accurate prescription mask.*

## Q: How do I know what type of lenses to order for my customer?

To begin, you will want to know what the main use of the mask will be for your customer. Will they be scuba diving or only snorkeling?

Then, you will want to look at their prescription. Does their prescription have an ADD power? If not, then you will order single vision.

If it does, they will likely need bifocals. This is where knowing their use for the mask comes into play. If they are only snorkeling and do not have a need to read anything such as gauges or dive watches underwater, then order single vision. Otherwise, order bifocals.

If they do not have a prescription but just wear over-the-counter readers, then consider Gauge Reader lenses. This option has no prescription but has a bifocal with a +2.00 ADD.

## Q: Why is SeaVision different?

Most prescription lens manufacturers make spherical lenses only. At SeaVision, we make lenses to account for your full prescription, including any astigmatism (cylinder) that you may have.

In addition, we custom grind your prescription into a full lens blank versus gluing or bonding like most other companies.

## Q: Do you offer a warranty?

Our masks are covered with a one-year manufacturers warranty against any defects.

Should you find that a piece of the mask has broken or is leaking within one year of purchase, please let us know!

## Q: What is your return policy?

Due to the nature of our product, we do not offer any returns on custom prescription masks.

All other products, including non-prescription masks hold a 30 day return policy. The product must be unused to be eligible.