

FREQUENTLY ASKED QUESTIONS

WILL RAY-BAN META BE AVAILABLE THROUGH ALL LABS?

TO ORDER RAY BAN META THROUGH FRAME DREAM AND FOCUS ON FRAMES, YOU MUST ORDER YOUR RX AT OMEGA – DALLAS.

CAN I ORDER RAY-BAN META AS FRAME TO COME?

NO, ALL JOBS MUST BE ORDERED AS COMPLETE PAIRS, OR EDGED LENS ONLY AT THIS TIME. WE DO NOT RECOMMEND UNCUT AS RAY-BAN META USE A PROPRIETARY EDGING PROCESS FOR BETTER QUALITY AND COSMETIC.

HOW WILL I ORDER PRIVATE PAY THROUGH VISIONWEB.COM?

PROVIDED THAT YOU SELECT OMEGA – DALLAS AS YOUR LAB FOR THE RX ORDER, NO NEED TO DO ANYTHING DIFFERENT THAN USUAL WHEN YOU ORDER YOUR LENSES.

HOW WILL I ORDER A MANAGED VISION CARE COMPLETE JOB?

PROVIDED THAT YOU SELECT OMEGA – DALLAS WHEN PLACING YOUR RX ORDER THROUGH THE MANAGED CARE PORTAL, YOU WILL NOT NEED TO DO ANYTHING DIFFERENT THAN USUAL.

WHAT HAPPENS IF I ORDER MY RX AT A LAB DIFFERENT THAN OMEGA – DALLAS?

YOU WILL NOT BE ABLE TO ORDER A FRAME THROUGH THE FRAME DREAM / FOCUS ON FRAMES PORTAL TO BE SENT TO ANY LAB OTHER THAN OMEGA AND YOU WILL NEED TO CALL THE LAB TO DISCUSS THE ISSUE.

WHAT HAPPENS IF I ORDER AN INELIGIBLE LENS OR OUTSIDE THE RX RANGE

DEDICATED RAY-BAN META CUSTOMER SUPPORT AGENTS WILL CONTACT YOU DIRECTLY TO HELP YOU CORRECTLY SUBMIT YOUR JOB IF YOUR LAB IS UNABLE TO PROCESS.

HOW DO I CONFIRM THE AUTHENTICITY OF MY RAY-BAN META ORDER?

TO ENSURE VALIDITY OF YOUR PRODUCT WARRANTY, PLEASE ENSURE THAT YOUR RAY-BAN META ORDER ARRIVES IN A SEALED PACKAGE. IF NOT, PLEASE CONTACT RAY-BAN META CUSTOMER SERVICE AT 855-658-1705 TO RECEIVE YOUR REPLACEMENT PRODUCT. AT THIS TIME, RAY-BAN LENS SIGNATURE WILL NOT BE PRESENT ON YOUR ORDER. AS LONG AS YOUR ORDER ARRIVES IN A SEALED PACKAGE, YOU ARE RECEIVING AN AUTHENTIC PRODUCT.

INDEPENDENT EYECARE PROFESSIONAL PRESCRIPTION ORDERING GUIDE



SMART GLASSES FOR LIVING ALL IN

WITH NEXT-GENERATION RAY-BAN META SMART GLASSES, CAPTURE AND LIVESTREAM YOUR POINT OF VIEW, ENJOY HANDS-FREE CONNECTION, LISTEN TO MUSIC AND ASK QUESTIONS WITH META AI.

CURRENT ASSORTMENT OVERVIEW

WAYFARER RW4006



SHINY BLACK
G15 GREEN



SHINY BLACK
CLEAR



MATTE BLACK
TRANSITIONS GRAPHITE
GREEN



MATTE BLACK
POLAR GRADIENT
GRAPHITE

WAYFARER LARGE RW4008



MATTE BLACK
POLAR GRADIENT
GRAPHITE



SHINY BLACK
CLEAR



MATTE BLACK
TRANSITIONS GRAPHITE
GREEN

SKYLER RW4010



SHINY BLACK
G15 GREEN



SHINY BLACK
CLEAR



SHINY CHALKY GREY
TRANSITIONS SAPPHIRE



SHINY BLACK
TRANSITIONS CERULEAN
BLUE



SHINY BLACK
TRANSITIONS AMETHYST



NEW SMALLER, LIGHTER, PORTABLE CASE EASY DROP IN CHARGING WITH POWER FOR 9H FULL CHARGES ON THE GO

*AVAILABLE FROM JUNE 2025



RAY-BAN META PRESCRIPTION SMART GLASSES OFFER SUPERIOR AESTHETICS AND HIGH LEVEL OF VISION QUALITY WHILE MAINTAINING ITS ULTIMATE ELECTRONIC COMPONENTS FOR AN AUTHENTIC RAY-BAN EXPERIENCE.

FOR INDEPENDENT EYE CARE PROVIDERS, A COMPLETE FRAME AND LENS LAB ORDERING FLOW OR A EDGE LENS ONLY IS AVAILABLE WITH PRESCRIPTION.

*MUST HAVE AN ACTIVE FRAME DREAM ACCOUNT AND AN ACCOUNT WITH OMEGA – DALLAS. PLEASE CHECK WITH YOUR FRAME DREAM FIELD CONSULTANT.



EXPERIENCE SEAMLESS VISION WITH VARILUX® PROGRESSIVE LENSES. INSTANTLY SHARP FOCUS FROM NEAR TO FAR VISION.



THE NEW GENERATION OF SINGLE VISION LENSES, DESIGNED TO RELAX AND PROTECT THE EYES OF WEARERS WITH CONNECTED LIFESTYLES.



CRIZAL® ACTS AS AN INVISIBLE SHIELD OF PROTECTION FOR WEARER'S EYES AND LENSES, PROVIDING A FEELING OF EASE AND UNINTERRUPTED COMFORT.



TRANSITIONS® LIGHT-INTELLIGENT LENSES CHANGE FROM CLEAR TO DARK WHEN OUTDOORS AND BACK TO CLEAR INDOORS. AVAILABLE WITH VIBRANT AND ICONIC COLORS, THEY PROVIDE ALL-HOURS PROTECTION AND BOOST STYLE.

ORDERING PROCESS:

1



LENS ASSORTMENT COMPATIBILITY:
FOR ADDITIONAL DETAIL, PLEASE REFERENCE THE RAY-BAN META NORTH AMERICAN PRESCRIPTION BROCHURE

2



DEDICATED CUSTOMER SERVICE:
A TRAINED TEAM OF DEDICATED CUSTOMER SERVICE AGENTS WILL BE READY TO ASSIST YOU AT 855-658-1705

3



DELIVERY OF YOUR RAY-BAN META:
YOU WILL RECEIVE YOUR COMPLETE PAIR ORDER IN A SEALED PACKAGE FROM YOUR AUTHORIZED RAY-BAN META LABORATORY

MEMBER ORDERING INSTRUCTIONS

OMEGA IS NOW READY TO SUPPORT YOUR RAY-BAN META COMPLETE JOBS



HOW TO ORDER RAY-BAN META THROUGH OMEGA – DALLAS

IF YOUR FRAME DREAM ASSIGNED LAB IS OMEGA – DALLAS, YOU CAN ORDER RAY BAN META AS YOU WOULD ORDER ANY OTHER COMPLETE JOB THROUGH FRAME DREAM.

FRAME DREAM MEMBERS USING ANY OTHER LAB

IF YOU ARE NOT USING OMEGA – DALLAS AS YOUR FRAME DREAM LAB, REACH OUT TO YOUR FRAME DREAM FIELD CONSULTANT TO HAVE OMEGA – DALLAS ASSIGNED TO YOU AS A SECONDARY LAB. IF YOU DO NOT HAVE AN OMEGA – DALLAS ACCOUNT, WE WILL CREATE ONE FOR YOU.

ONCE YOU ARE ADVISED BY YOUR FRAME DREAM FIELD CONSULTANT THAT OMEGA – DALLAS IS ACTIVATED FOR USE:

- ORDER YOUR RX TO OMEGA – DALLAS WITH YOUR USUAL RX ORDERING PROCESS

- MAKE SURE YOU SELECT OMEGA – DALLAS AS YOUR SECONDARY LAB WHEN ORDERING YOUR RAY BAN META FRAME FOR YOUR COMPLETE JOB IN THE FRAME DREAM / FOCUS ON FRAMES PORTAL

ORDER FRAME

Send frame to

Lab

My Office

SELECT A LABORATORY

SOC - RALEIGH

Secondary Laboratory

FIRST NAME*

LAST NAME*

RX ORDER ID

ORDER FRAME

ORDER FRAME

Send frame to

Lab

My Office

SELECT A LABORATORY

Secondary Laboratory

Select a Secondary Laboratory

OMEGA - DALLAS

SELECT A PROVIDER TYPE

EYEMED

FIRST NAME*

LAST NAME*

Luke

Skywalker

RX ORDER ID

sp234532

ORDER FRAME