

Hakim Optical Review

7155 Kingsway #130, Burnaby, BC V5E 2V1

604 636-2020

>>>> PRIVATE / UNPUBLISHED & CONFIDENTIAL REVIEW >>>>

This document detailing my attempts to obtain usable glasses from Hakim Optical is provided solely to the recipients named below to share my experience as a new Hakim Optical customer, and has not been otherwise distributed or disclosed as of January 13, 2016.

January 13, 2016

TO: [Bijan Minbashian, Vice President, Operations](mailto:bijan.m@hakimoptical.ca) bijan.m@hakimoptical.ca customerservice@hakimoptical.ca
CC: John Worden, Vice President Marketing john.worden@hakimoptical.ca
CC: Lukmanul Hakim, Social Media hakim.social@gmail.com
CC: Sara Namaz, Regional Manager sara.n@hakimoptical.ca

Dear Bijan Minbashian,

Anyone Googling "**Hakim Optical review**" will almost instantly see that this supplier of frames and lenses is not doing well in social media reviews provided by its customers (and *possibly* also a few optical industry competitors trying to benefit from genuine customer dissatisfaction by adding their fake complaints to the mix).

[Hakim Optical Very rude and poor service - Page 3 - RedFlag...](#)

[forums.redflagdeals.com](#) › [Shopping Discussion](#) ▼

Oct 2, 2009 - lol to buddy whos really happy about buying glasses from a non "white" place, good job on trying to de-fraud your insurance company...and ...

[Hakim Optical Factory Outlet - Toronto - Yelp](#)

[www.yelp.ca](#) › [Shopping](#) › [Eyewear & Opticians](#) ▼

★ ★ ★ ★ ★ Rating: 1 - 6 reviews - Price range: \$\$

6 reviews of Hakim Optical Factory Outlet "I had my eyes tested at Hakim and got a prescription from the eye doctor there. Since their glasses are quite ...

[Hakim Optical Factory Outlet - Eyewear & Opticians ... - Yelp](#)

[www.yelp.ca](#) › [Shopping](#) › [Eyewear & Opticians](#) ▼

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[Hakim Optical delivers humiliating experience](#)

[hakimopticalexperience.blogspot.com/](#) ▼

Oct 13, 2009 - Since I've bought my past 4 sets of glasses from Hakim Optical we decided Commission and Better Business Bureau to voice my complaints.

[Hakim Optical: Hakim Optical Warranty FRAUD](#)

[hakimoptical.blogspot.com/2008/.../hakim-optical-feedback-requested.ht...](#) ▼

Feb 2, 2008 - On December 15, 2007, I went to Hakim Optical at 617 Princess St., ... i've heard many complaints about the lack of service at many of their ...

My experience as a first time Hakim Optical customer

As a first time Hakim Optical customer (November, 2015), I am beginning to understand why. Let me tell you my story - my experience with Hakim Optical's **7155 Kingsway #130, Burnaby, BC** location - to help you decide whether buying glasses from Hakim Optical is a mistake, or if I was simply unlucky to receive glasses I can't use - after paying Hakim Optical \$589.00 for two pair of progressive lenses and frames.

What I did to work with Hakim Optical to obtain usable glasses

I asked Gill, your Kingsway and Edmunds Burnaby store manager what he can do for me and he said he'll adjust them. I'm convinced Hakim's lens design isn't working for me and didn't waste my time having them adjusted again, because a few millimeters in or out, up or down doesn't improve my vision. I then realized Gill likely wasn't going to do the right thing and refund my money.

What I did to finally obtain quality, low cost glasses

That was one week ago, when I couldn't wait any longer for quality glasses and easily bought a pair online using the same prescription. The result is that I can finally see clearly and easily again!

What I would like Hakim Optical to do for me

I'd like to know Hakim Optical's return policy on lenses and frames not meeting my needs because I'm unable to see clearly and have tired eyes using Hakim Optical lenses.

Please confirm that I and other Hakim Optical clients have the opportunity to receive a full refund when we can not see clearly after providing Hakim Optical with several opportunities to resolve issues. Then authorize Gill, your Burnaby Hakim Optical (203) store manager [130 - 7155 Kingsway] to issue me a full refund.

Best regards, and **thank you for your interest in making things right.**

Brian Hauk
Burnaby, British Columbia
Tel. [778 834-9424](tel:778-834-9424)
Bcontactsdirectory@gmail.com

P.S. The following email sent to Hakim Optical documents my first attempt at informing your company that Hakim Optical lenses were not meeting my needs and that I needed better lenses:

Store Manager
Burnaby Hakim Optical (203)
130 - 7155 Kingsway
Burnaby BC V5E 2V1
Phone: [604-636-2020](tel:604-636-2020)
www.hakimoptical.ca

December 10, 2015

RE: Feedback following my recent purchase of glasses / Review of my experience with Hakim Optical (Burnaby) Lenses

Hello,

I have a cold which makes it difficult to speak, and so instead of calling you, I'm sending you this note to share some observations following my purchase of lenses and frames from you last month. The good news is that I should be able to speak with you tomorrow!

The reason I share this detailed feedback is provide you with an opportunity to continue to deliver **excellent customer service** by providing me with lenses (very similar to my old lenses from Sears Optical) enabling me to see clearly again!

Please let me know what you are prepared to do to help me, and what I need to do. For example, do you need me to show you my previous lenses which closely meet my needs?

Best regards, and talk with you soon!

Brian

Brian Hauk

bccontactsdirectory@gmail.com

[778 834-9424](tel:7788349424)

December 10, 2015

I purchased prescription, progressive lens glasses from Hakim Optical on Kingsway in November, 2015, and chose Hakim's Burnaby location because they offered a much better selection of frames than Sears Optical, where I purchased my last two pairs. The good news was that they were ready within one week. My first impression in trying them when I picked them up was that they had a significantly narrower field of clear vision for distant objects. I mentioned this to the sales manager who told me this was likely "just in my head," and something I'd get used to after wearing them for a week.

I liked their great pre-sale customer service and agreed that the real test was to wear them for an extended period, and did for two weeks. During this time it became clear to me that these Hakim lenses were significantly inferior to my very blurry, old pair of glasses from Sears having the exact same prescription in one eye, and a very minor change in prescription in the other. [Backgrounder: the only reason I purchased new glasses was because the coating on the lenses had deteriorated and made them blurry. This may have happened because I made the mistake of using mild hand soap to clean them].

What surprised me is that the Hakim glasses costing \$100 more than those from Sears Optical didn't enable me to see nearly as clearly as my old glasses. This was true for both distance, where my field of clear vision was significantly limited, and especially apparent when viewing close up objects like text on my phone, which was nearly impossible to read using Hakim lenses. I'd rate these Hakim lenses 3/10 compared to my 9/10 Sears Optical lenses. My next step is to give Hakim the opportunity to keep me satisfied by replacing these lenses with ones equal to, or better than those from Sears Optical, because I find my new Hakim lenses don't enable me to see clearly and need replacing ASAP.

Recent reviews award this Hakim Optical store at 7155 Kingsway only 1 star.