



## **BUSINESS POLICY**

*Glasses and contact lens orders are placed within 24 hours to ensure patients receive their items within the allotted time frame. For this reason, once the order is placed, there can be **no adjustments, cancellations or refunds**. As a convenience to our patients, we only require a 50% deposit on the date of purchase for glasses, but 100% payment for contacts. Remember, glasses and contact lenses are medical devices and must be picked up within 90 days to avoid forfeiture of product and payment. Please make sure that our office has your updated contact information.*

*Although we are happy to accept outside Rx's, please understand that we will not be responsible for incorrect prescriptions. Any remakes will be at the patient's cost unless insurance covers it.*

*We are passionate about providing excellent eye care and the best possible vision for our patients. If you are having trouble adjusting to your new glasses or contacts, we do prescription checks and follow-ups free of charge **within 90 days of purchase**. After 90 days, patient will be responsible for the cost of remakes and/or charged another exam/contact lens fitting fee. Our contact lens fitting fee includes trial lenses to confirm patient satisfaction prior to ordering; this means any opened boxes of contact lenses cannot be returned or exchanged, even if your prescription has changed.*

*As a reminder, Frame Warranties only cover manufacture defects; they do not cover broken /damaged glasses / damage consistent with ordinary wear. **Please note we do not take any responsibility for breakages or defects that occur when making glasses when using patient's own frame**, or a frame that is purchased greater than one year with us – it is at patient's own risk. If the frame has been purchased within a year we can attempt a warranty replacement, but it is not guaranteed. We do not reimburse for broken frames. **The lenses would be able to be re-done in another frame at no cost to patient** and without adjustments to the order. However, patient will need to purchase or provide another frame.*