

RETURN POLICY FOR EYEGLASSES & CONTACT LENSES

All sales of prescription and non-prescription eyeglasses and sunglasses are final. If, however, there are any discrepancies between the Doctor’s prescription and the lenses manufactured by the lab, or between the Doctor’s prescription and the actual prescription, any adjustments to the prescription lenses are included at no charge within 60 days. All orders require at minimum 50% deposit. Adjustments for glasses and minor repairs are provided free of charge. **Professional services are nonrefundable.**

All name-brand eyeglass frames are under manufacturer warranty for any manufacturing defects for up to **one year** from the date of purchase. This does **not** include accidental damage or breakage that has been incurred to the frames.

Even though the eyeglass frame is under warranty by the manufacturer, the manufacturer does **not** pay for the shipping and handling for the exchange of the defective frames for the new frames. **The patient will be responsible for the two-way shipping costs involved, which is approximately \$20.00.** Keep in mind that, as a courtesy to our patients, we do: (1) exchange the frames; (2) order the proper lenses for those frames; (3) surface and edge those lenses; and (4) physically remount the lenses into the new frames with NO additional fee.

With regard to sales of **non-specialty** soft contact lenses, any **unopened & unmarked boxes** may be returned for a full refund, or exchanged, within 60 days. All sales of **specialty gas permeable (rigid) and hybrid (containing both rigid and soft components) contact lenses are final.** If, however, there are any discrepancies between the Doctor’s prescription and the actual prescription, any exchanges for the appropriate contact lens prescription will be honored at no charge AS LONG AS enough time is given for the lenses to be exchange to be mailed and physically RECEIVED by the manufacturer within 60 days.

POLICY FOR PICKING UP EYEGLASSES & CONTACT LENSES

All eyeglasses and contact lenses that have been prescribed, fitted, and purchased by the patient will be kept in the office for a total of **one year** from the date of purchase. If the patient does not pick up his/her eyeglasses or contact lenses within that year, they shall, by default, become the property of **Walnut Vision**, and we will no longer be responsible for those eyeglasses or contact lenses after that one-year time period.

POLICY FOR ACCEPTING PERSONAL CHECKS & BOUNCED CHECKS

- (1) Personal checks are **not** accepted from any new patients.
- (2) Personal checks are **not** accepted from existing patients without a good credit history at Walnut Vision.
- (3) Any **bounced personal checks** are subject to a **\$35.00 FEE**, which is to be paid, in addition to the original amount on the check, within 60 days.

I have read, understood, and shall abide by all aspects of the policies explained to me above. It has been made known to me that if any or all parts of the above policies are not fully understood by me, for any reason at all, that proper explanation, or translation, is available and ultimately has been provided to me at the time of signing.

Patient Name

Signature

Date

If you are signing as a personal representative of the patient, please indicate your relationship

Representative

Relationship to Patient