



Eyeglasses Agreement

Eyeglasses Satisfaction

We are committed to providing exceptional eye care to all of our patients. This includes selecting the best eyewear for your needs and lifestyle. All new eyewear will have a **45 Day Patient Satisfaction Period** starting from the day the eyewear is picked up or delivered. This time period includes a **one-time** change to resolve any general patient concerns with the eyewear including the following:

Doctor's Prescription Change

If your initial exam was **at our clinic** and requires a change, we will reorder lenses at **no charge** following a refraction performed by one of our doctors at **no charge**.

If your initial exam was **not at our clinic** and requires a change, we will reorder lenses at **no charge** following an exam performed by one of our doctors for **\$159** or using a new prescription from the original doctor at **no charge**.

After this time period, any changes will be subject to a **\$49** refraction fee in addition to **50%** of the retail cost of new lenses.

Frame Restyle

If you would like to restyle to a different frame, there may be a **\$50** restocking fee. A manager's approval is required and additional frame and lens charges may apply.

Eyeglasses Warranty

All new eyewear will come with a **1 Year / 1 Time Warranty** starting from the day the eyewear is picked up or delivered. This warranty includes a **one-time** replacement of frames and lenses. Frames and lenses can be replaced together or separately for a **\$20** shipping and handling fee for each incidence. This warranty may cover manufacturer's defects and normal wear and tear of the frame and/or lenses. **This warranty does not cover loss, theft, or negligence (i.e., teeth marks, superglue, other heavy damage)**. If a replacement is needed, additional charges may apply.

Some of our premium products have special warranty restrictions and/or additional warranties.

Costa, Oakley, and Wiley X brands are **excluded except** in cases of manufacturer's defects. Because these brands require a more involved warranty process, additional fees may apply.

Patient's Own Frame

Our clinic and its affiliates take extensive measures to ensure that your frame is handled carefully. However, it will go through a rigorous process so the chance of breakage is possible. If you choose to reuse your own frame, we or our affiliates **will not** be held responsible for any damage while your frame is in the possession of our clinic or its affiliates.

Refunds

Eyewear orders are customized for each patient and **cannot be canceled** if our clinic has already incurred a cost. Refunds **will not** be given until all other options have been reviewed and it has been mutually agreed upon between you and a manager. Fees, charges, copays, and deductibles deemed ineligible for refund by our affiliates may not be refundable.

I have read, understand, and agree to the terms and conditions listed above.

Patient or Responsible Party's SIGNATURE

Today's Date

Patient or Responsible Party's PRINTED NAME

Patient's Date of Birth