



## ***Services and Eyewear Purchases Policy***

- No refunds will be given on any clinical procedures, exams or services provided by the Doctor.
- Contact lens trial lenses will be given at the time of the exam for you to evaluate the comfort and vision of the lenses. Once you have evaluated the lenses and decide to purchase your supply, no refunds or exchanges will be made.
- Due to the time involved and custom nature of eyeglass fabrication, all purchases are FINAL and no refunds will be given for any reason.
- Eyeglass orders are highly customized and cannot be canceled or changed once the order has been placed. Once the insurance benefits are used for the frame and/or lenses those benefits will Not be reinstated.
- We do honor all Manufacturer's Warranties on new frame purchases. Manufacturers will provide a 1year warranty against manufacturer's defects. Frames are not warrantied against damage, abuse or accidents. The manufacturer will use their discretion in determining whether the damage was due to a defect or not. We will honor the Manufacturers decision. Some Manufacturers require that the original frame be sent back to them in order for a determination to be made, and this process can take several weeks.
- Lens Manufacturer Warranties are covered against scratches **only** if you purchased a Premium Anti-Reflective Glare Coating. The lenses may be replaced once within one year starting from the purchase date of the eyeglasses. Lost lenses or damaged lenses beyond minor scratches are not covered.
- If patients choose to place new lenses into an old frame, we cannot be held liable or responsible for any breaks or damages that might occur to that frame during the process of making new lenses. As frames age, they may become brittle in ways invisible to the human eye. Patients assume the risk when using old frames. Patients also assume the risk when we are making adjustments to older frames.
- Lens remakes and prescription changes on eyewear purchases made from us will be granted within 60 days of the original purchase date. If a patient seeks a redo or remake after the 60 days, they must pay for the new lenses to be made again.

By signing below I acknowledge I have read all of the policies and agree to all of the terms and conditions.

Patient's Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_