



Optical Policies

We accept prescriptions from other offices, but we are not responsible for rechecks associated with prescriptions done from an outside office. ***We, unfortunately, cannot offer refunds on professional services or goods, including prescriptions lenses, frames, sunglasses, or open boxes of contacts.*** Store credit or in store exchanges will be given on any unworn non-prescription frames and sunglasses. No exchanges or refunds on open boxes of contacts.

Every pair of eyeglasses ordered through our labs at Arcadia Eye Care is a custom made order, designed specifically for each individual patient. Therefore it is not in our lab's policy to refund any products that are not resalable or returnable to the manufacturer.

Arcadia Eye Care will honor a prescription change made by the Doctor for **30 days** following the original order. In an event that a patient can't adapt to a pair of prescription Progressive eye glasses within 30 days, Arcadia Eye Care will remake the glasses one time into a Standard Bifocal or Single Vision at no additional charge to the patient and no refund will be given for the price difference in materials.

Please note that warranties are available only as the manufacture's policies permit, so our labs and Arcadia Eye Care do not have the ability to change or make exceptions. Our labs offer a 1 year scratch warranty for patients who ordered an anti-reflective coating with scratch guard on the lenses.

We would be happy to have you use your own frame for your glasses prescription, but, unfortunately, we do not know the integrity of your frames and we are not responsible for lost, broken, or damaged frames.

Many insurance companies require us to use specific labs and the usual turnaround time for glasses is between **7 to 10 business** days, with the exception of holidays. **Saturday and Sunday are not considered as business days.**

I hereby acknowledge that I have read and understand the above information.

Patient Name (Print)

Date

Patient Signature

Dr. David J. Anderson & Associates
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