



## 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 but not limited to contact lens fittings, open boxes of contacts, prescription lenses, frames or 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 **60 days** following the original order date. In an event that a patient cannot adapt to a pair of prescription progressive eyeglass lenses 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 manufacturer'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 order an anti-reflective coating on their 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 **2 weeks or 10 business** days, with the exception of holidays. **Saturday and Sunday are not considered business days.**

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

\_\_\_\_\_  
Patient Name (Print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Patient Signature