

Contact Lens Policy

Thank you for allowing **Moore Vision** to assist with your contact lens needs. With proper care, wear, and hygiene, contact lenses can provide a safe and comfortable experience. Here's everything you need to know to get started:

1. Proper Wear

- **Follow the schedule:** Wear your lenses for the recommended duration (daily, weekly, or monthly), as prescribed by your optometrist.
- **Check before use:** Inspect your lenses for tears, damage, or debris before putting them in.
- **Avoid sleeping in lenses:** Never sleep in your lenses unless specifically instructed by your doctor.

2. Lens Care

- **Always use fresh solution:** Clean and store your lenses in a fresh multipurpose solution each time—never reuse old solution.
- **Rub and rinse:** Even if your solution says "no rub," gently rub your lenses with your fingers to remove deposits and bacteria, then rinse with solution.
- **Replace your case:** Change your lens case every 1-3 months to prevent bacterial buildup.

3. Hygiene Tips

- **Wash your hands:** Always wash your hands with soap and water and dry them completely before handling your lenses.
- **No water:** Avoid using tap water to clean your lenses or case. Do not swim in your lenses or expose them to water of any kind—it can introduce harmful microorganisms.
- **Makeup precautions:** Insert your lenses before applying makeup and remove them before taking makeup off.

Keep Your Eyes Healthy

- **Follow your optometrist's advice:** Stick to your doctor's recommended schedule for eye exams and follow-up appointments.
- **Watch for warning signs:** If you experience redness, discomfort, blurry vision, or pain, remove your lenses immediately and contact our office.
- **Use approved drops:** Only use contact lens rewetting drops specifically formulated for use with lenses. Avoid using regular eye drops or any medicated drops as they may harm your lenses or eyes.

At Moore Vision, we strive to ensure your satisfaction with your contact lenses. To maintain hygiene and product integrity, we adhere to the following return policy:

1. **Eligibility for Returns:**
 - Contact lenses may be returned within **30 days of purchase** for a refund or exchange.
 - Lenses must be **unopened, undamaged, sealed in their original packaging, and not written on.**
 - Our office must be the seller. We cannot return purchases from other businesses, with the exception of Marlö or Johnson and Johnson website purchases through our portal.
2. **Non-Returnable Items:**
 - Opened or used contact lenses.
 - Custom or specialty lenses that were ordered specifically for your prescription.
3. **Defective Products:** If you believe the contact lenses are defective, please contact us immediately. We will inspect the lenses and, if confirmed, offer an exchange or refund.
4. **Process for Returns:**
 - Bring the unopened contact lenses to our office.
 - One of our staff members will assist you in completing the return.
 - Refunds will be issued using the original payment method.
5. **Additional Information:**
 - We reserve the right to deny returns that do not comply with this policy.

We're here to help! If you need assistance or have questions about your lenses, please call or text us at (918) 221-8080 or email us at office@moorevision.com. You can also visit us during office hours. **Happy wearing!**

Patient Signature

Date