

Office Policies

FINANCIAL POLICIES:

- For patients with insurance, it is expected that your insurance will not pay for all services or materials that are received in this office. You will be financially responsible for any services or materials that are not covered by or paid for by your insurance company.
- For patients with insurance in which this office is not a network provider, the patient is expected to pay all expenses at the time services and/or materials are completed. It will be the responsibility of the patient to bill their insurance company directly for reimbursement.
- Co-payments are due on the same day services are rendered. A minimum 50% deposit is required prior to ordering prescription glasses and/or contact lenses. The remaining balance is due at pick-up. All balances must be paid in full prior to the release of materials.
- Accounts with an outstanding balance will be sent to a collection agency after 90 days. The patient must reimburse us the fees of the collection agency, which is based on 33% of the debt, and all costs we incur during such collection efforts.

Patient Signature _____ Patient Name _____ Date _____

CONTACT LENS POLICIES:

- Contact lens services are not included under your exam co-pay. Your insurance may not cover contact lens fitting/follow up services in full. Unpaid insurance balance is patients' responsibility.
- If contact lens services are not done at the initial examination you will have 30 days to receive a contact lens fitting, if it is after the 30 day period a new exam will be needed.
- Contact lens services start at \$60 and include the initial fitting, training (for new wearers) and one follow up visit. Additional follow up visits will be charged accordingly. Pricing is based on lens type and complexity of exam.
- Contact lens service fees are to be paid in full on the date of service and are not refundable.
- Contact lens prescriptions will only be released after the initial fitting period is successfully completed (exam, fitting, and follow-up visits) and after all fees are paid. Contact lens prescriptions are valid for one year from the date the fit is finalized. Contact lens prescriptions must be finalized within **30 days** or you will be subject to an additional exam fee.

Contact lens return/exchange policy:

- All boxes must be unopened, unmarked, in good condition and are subject to a restocking fee. Contacts must be returned within 30 days from the exam date. Only units purchased through our lab may be brought back for return or exchange.

Patient Signature _____ Patient Name _____ Date _____

PLEASE COMPLETE FRONT AND BACK

PRESCRIPTION POLICIES:

LAB POLICIES & REFUNDS:

New frames have a 1-year warranty from the original order date for manufacturer defects only. This warranty does NOT cover normal wear and tear, breakage, loss, etc. In the event a frame is discontinued, we will offer a 50% discount on a new frame. Once an order is placed the frame selected can not be changed. If you request to cancel an order, a 50% non-refundable cancellation fee will apply unless canceled within 1 business day. If you request a special order (out of stock) frame to view, no charge will be incurred on the first frame. Additional frames will incur a \$20 restocking fee should you choose not to purchase it. The fee to upgrade to progressive lenses is **non-refundable**. First-time progressive lens wearers who are unable to adapt will be given the option to replace lenses with lined bifocals or single vision lenses at no additional cost.

PRESCRIPTION CHANGES: If the patient is unable to adapt to his/her new prescription, the lab will re-do lenses with a new prescription (in the original frame) within a **30-day period**. All prescriptions made through an outside source will be charged \$20.00 for prescription verification.

REPAIRS AND MAINTENANCE: We will service repairs to glasses at no charge provided the eyewear was purchased at our office. Any repairs sent to the lab will be charged accordingly. Glasses purchased outside our office will be serviced and charged accordingly. We recommend frames purchased at another location be serviced through that provider as we are NOT responsible for replacement should breakage occur.

PATIENT OWN FRAME: We are happy to make new lenses for your own frame. We pledge to take the utmost care in handling it. However, there is a small possibility that your frame may be damaged or lost during the manufacturing process. The lab and our office cannot be responsible for replacement or reimbursement. If your frame breaks during the new lens insertion process, the lenses made for your frame cannot be placed into a different style frame. We will make new lenses at no charge for a new frame, but the cost of the replacement frame is your responsibility. Your original lenses will be handled as carefully as possible, but we are not responsible for damage or loss during the manufacturing process.

Patient Signature _____ Patient Name _____ Date _____
