

Services and Glasses Policy (Effective 01/01/2020)

- **No refunds on professional services (eye exams, medical visits, and contact lens fittings).**
- Patient is responsible for fees not paid by insurance plan (deductibles, co-pays, or non-covered services). We try to obtain insurance benefits in advance to estimate coverage.
- **Glasses Return and Refund:** We will issue 50% refund of what the patient paid within 30 days of picking up glasses. Glasses are custom made and we have already incurred lab costs.
- **Frame Exchange:** Patient will pay the difference in the frame upgrade and a \$25 restocking fee. Limited to one exchange per original order. Must be done within 30 days of pickup.
- **Prescription Recheck:** A complimentary prescription recheck is allowed within 30 days of picking up glasses. \$40 refraction fee will apply after the 30 days.
- Glasses and contacts must be picked up within 30 days of notification.
- Medicaid and some insurance companies have their own labs, and we have no control over quality and timing.
- **We do not give out pupillary distances (PD). They are not part of the glasses prescription.**
- **Full payment must be received before orders are placed. No partial payments or deposits.**
- We only accept credit card and cash payment.

I have read and agree with these policies.

Patient Signature (guardian if under 18)

Date

Contact Lens Policy

- A contact lens fitting fee applies every year to issue or renew a contact lens prescription. This fee covers the service required to properly fit a patient for contact lenses, as well as trial lenses, and necessary follow-up visits within 90 days.
- There will be a \$35 training fee for first time contact lens wearers
- **Contact lens prescriptions are valid for one year, according to NC law. Contact lens prescriptions must be finalized within 90 days of fitting. Follow-ups after the 90 days will be subject to an additional fee.**
- Contact lens fitting fees are non-refundable, regardless of whether the patient decides to wear contact lenses or not. Our contact lens fitting fees range from \$70 - 600. Insurance coverage and copays may vary.
- Contact Lens fittings must be done within 90 days of exam, or you will need a new exam.
- Contact lens prescriptions will only be released after the fitting is successfully completed (exam, fitting, necessary follow-up visits) and after all fees are paid.
- There is no refund on custom ordered contacts, opened boxes, marked boxes, or color contacts because of dissatisfaction with the color.
- Full payment must be received before orders are placed. No partial payments or deposits.

I have read and agree with these policies.

Patient Signature (guardian if under 18)

Date