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Office Policies

_____ We warranty all products purchased from our office for normal wear defects for one year. Altering products in any way (glue, solder, improper cleaning and care, etc) will void warranty. If you purchase eyewear from us, our full service includes professional frame and lens styling as well as adjustments and repairs during the year. We regret we can no longer adjust or repair products purchased elsewhere due to liability and time constraints.

_____ All prescriptions are evaluated by our technicians to insure they are exactly what we ordered. We do not accept or tolerate the same margin of error the FDA allows when filling a spectacle prescription, we demand precision and guarantee lens accuracy. All glasses orders are final and frames cannot be returned or exchanged. If for any reason you feel a re-check of your prescription is needed, you must call us within 60 days of the date of your exam.

_____ All eyewear measurements are obtained by our professional opticians during frame selection and are specific for that eyewear. We will not provide P.D. measurements for outside orders.

_____ By law, a contact lens prescription is valid for one year. It is mandatory that all patients come in for an annual contact lens examination to ensure lenses are still fitting properly and eye health has not been compromised. Contact lens prescriptions will not be renewed without an annual examination. Contact lens exams have a separate charge that is not included in your vision exam.

_____ Emergency services are provided for our Established Patients. Please call us immediately if you experience sudden vision changes, require a particle or foreign body removed from your eye, or feel you may have an eye infection. We will refer others to ER/Urgent Care until a Comprehensive Eye Examination is completed by us.

_____ Insurance company does not always guarantee payment. Insurance payment is subject to patient eligibility and plan limitations. All orders are placed while you are at the office and submitted to the lab electronically. The lab will not accept cancellation after we submit your order.

_____ Our office requires 24 hours notice when cancelling and/or rescheduling an appointment. A \$100.00 fee will be incurred without proper notification. This will not pertain to emergency medical visits.

_____ Pupil dilation may cause temporary visual changes. You have the option to call a driver, or remain at our office until comfortable. If you need us to call someone, please ask.

Signature

Date