

## Office Policies

### Contact Lens Policy

If you wish to receive a contact lens prescription, we require a contact lens evaluation during the time of your exam. Prices for this service will vary. Please speak to doctors at the beginning of the exam for prices.

If you require a refit of contacts (new brand or type) we will need to see you for a follow up for visit 1-2 weeks after your initial visit. Please speak to doctors at beginning of exam for.

**\*Opened or damaged boxes of contacts cannot be returned or exchanged.**

### Lasik Evaluation

If you have questions about LASIK or wish to pursue this or other procedures, please let us know during the time of your exam. It does not cost extra to discuss your options.

If you choose to do LASIK we require a Pre-Op Evaluation to ensure you are indeed a good candidate. You may be rejected as a candidate. We will have you return another day for a 45-60 minute session. The procedure entails extra measurements and dilation that will last up 4hrs. The charge for this service is \$125.00.

### Lens Warranty

Lens options (anti-glare, progressives, transitions, ETC) MUST BE PLACED AT TIME OF ORDER. Insurance will not pay for these changes. You will be responsible for the usual and customary charges.

If you require any changes to your prescription, it must be done within 90 days. Most insurances and labs do not charge extra for a one-time prescription change.

Anti-glare warranties vary depending upon the coating you choose. It will be either a 1 or 2 year warranty. The labs are now charging \$10.00 for shipping. This is due upon receipt of your glasses.

### Frame Warranty

Frames are warranted for manufacturer defects for up to one year. For shipping charges (to and from) it will range from \$20.00-\$30.00. Stepping or sleeping on your glasses, bite marks from your dog, child breaking them, etc. will not be included under your warranty.

### Insurance

We do our best to make sure we accept your insurances. If the insurance refuses to pay, you will be responsible for payment. If you are unsure about your insurance, we recommend you cancel your appointment.

### Cancellation Policy

Please give our office a 24 hour notice or there will be a \$50.00 late cancellation or no show fee.

### Outside Purchase of Frames and Service Fees

We charge to check glasses made outside of our office, even if it is with our prescription.

-Opticians check glasses and prescriptions -\$15.00

- Frame Adjustment - \$10.00

- Pupillary distance measurement (PD) -\$8.00