

APPALACHIAN EYE CARE NEW RIVER EYE CARE

Modern Care, Old Fashion Caring

Frame and Spectacle Lens Policies

In most cases, plastic lenses come with a factory applied hard coating. This coating helps the lens resist scratches. The lenses are **not scratch proof**. Lens cloths or cotton cloths should be used to dry the lenses after washing with lens cleaner or mild soft soap and water. **Paper products such as tissues or paper towels should not be used to wipe or dry the lenses.** Scratched lenses may be replaced one time during the one-year period. Abused, broken, or chipped lenses are not covered. Lens replacement does not apply to safety or glass lenses.

We will start your custom spectacle order immediately. For this reason, **cancellations on spectacles are not permitted.** All glasses are custom crafted for each patient with their unique prescription. Also, all spectacle lenses are custom cut to fit the frame each patient has selected. Therefore, patients may not switch frames after their lenses have been cut. For all of these reasons, cash refunds are not possible. At the doctors' discretion, patients who are not satisfied with the vision in their new glasses will have their prescription adjusted at no cost within 60 days of the original purchase date. Cash refunds are not available on progressive lenses. However, any patient who fails to adapt to their new progressives will have their prescription remade one time into a lens of their choice at no additional charge. For patients who are not satisfied with their vision through new glasses purchased somewhere other than our office, there will be a **\$28** office visit fee to see the doctor.

Warranty, replacement, and scratch coating information may vary depending on your insurance plan. Ask for details.

Contact lens policies

Contact lens exams include no charge follow-up on contact lens related visits for **90** days from the initial examination. If more follow-ups are required after the **90** day period, there will be a **\$20** office visit fee for each visit. Rigid gas permeable contact lenses must be returned within **45** days from the date the contacts are ordered if vision or fit adjustment is necessary. **Opened boxes of soft contact lenses cannot be returned.**

Patient Signature

Date Signed