



EYE SMILE OPTOMETRY OFFICE POLICIES

Below are lists of our policies that will better prepare you for your visit to our office. Returns, fees and orders are all addressed.

INSURANCE POLICY

If using Insurance, it is the patient's responsibility to know and understand their vision and/or medical insurance benefits. The patient agrees to be responsible for all fees not covered by their vision or medical insurance plan. As a patient, you will be billed for any services and materials that your insurance does not cover, and you are ultimately responsible for the balance of the bill.

ABOUT INSURANCE COVERAGE

There are two types of health insurance that can be utilized for your eye care services and optical products. Vision plans may cover some or all of the following: routine eye exams, contact lens fittings, prescription eyeglasses, and contact lenses. Vision plans do not cover medical eye care (the diagnosis, management or treatment of eye health problems). Medical insurance must be used for medical eye care services. If you have both types of insurance plans, it may be necessary for us to bill eye related services to more than one plan (coordination of benefits) to minimize your out-of-pocket expense. If some fees are not covered or paid for by your insurance, you, as the patient are financially responsible for deductibles, co-pays or any non-covered services as allowed by the insurance contract.

REFUNDS ON SERVICES RENDERED

Professional fees, such as payments for exam fees or contact lens fitting fees, represent payments for services that were rendered (even if not successful) and are non-refundable.

ORDER CANCELLATION

We strive to complete your order in the timeliest period allowable and therefore, costs are incurred upon submission. For eyeglasses that have been ordered and processed, a lens cancellation fee of 30% will apply due to acquired lab charges. Orders that include a purchased frame will incur a restocking fee equivalent to 30% of the frame price. Contact lens orders that have been processed and cancelled prior to delivery will incur a 30% restocking fee as well. Once contact lenses are delivered, they may only be returned for store credit.

FRAME RETURNS & CHANGES

At Eye Smile Optometry, we want to ensure that you are happy with your glasses and we will strive to correct any problems that you may experience. If you are unhappy with the frame that you've chosen, we offer a one-time opportunity to our patients to reselect your frame within 30 days of your glasses being dispensed. Frames will only be exchanged if they are found to be in original, re-sellable condition. The frame case and any certificates of authenticity (if applicable) must be returned with the exchanged frame. If your new frame is less money, store credit will be provided in lieu of a cash refund. If your new frame selection is more expensive, we will charge the difference of your order. Some insurance policies do not allow frame reselection and it is the patient's responsibility to understand their policy details.

* Be aware that if your frame is restyled, the new frame selection will utilize your one-time lens replacement warranty.

EYEGLASS PRESCRIPTION CHANGES

Eye Smile Optometry Prescriptions: If you are not satisfied with your vision in your new glasses or contact lenses from a prescription obtained at Eye Smile, we will do everything within our power to improve it. Under this circumstance, a short office visit may be necessary to re-evaluate the frame fit and recheck the prescription. New lenses will be made at no charge within 60 days of dispensing. Recheck visits after 60 days of dispensing will be charged a \$39 refraction fee.

Eye Smile Optometry Prescription Filled Elsewhere: If an Eye Smile Optometry prescription is filled elsewhere and you are not satisfied with your vision, we will gladly provide a prescription recheck visit within 60 days. If a change in prescription is needed, we will not be responsible for any charges incurred at another store. Most reputable optical dispensaries allow doctor Rx changes at no charge, but this is up to the patient to inquire about such policies in advance of making a purchase.

Outside Prescriptions: As a courtesy, eyeglass lenses will be remade one time at no charge if the prescribing doctor provides a new prescription in writing within 60 days of dispensing. Rx changes after one free remake or after 60 days will be charged the usual lens price.

Progressive Lens Non-Adapt Policy: Progressive addition lenses (also called no-line bifocals) have a slight optical distortion in the outer portions of the lens, which can make some objects appear bowed or curved, or can cause a feeling of motion when the head is turned. The reading zone of progressive lenses is wide enough for most purposes, but it may appear narrower than other bifocal styles. While most people are not bothered by these characteristics, some will find it unacceptable even after a consistent two-week adaptation period. If you cannot adapt to the progressive addition lenses, we will make new lenses in any other design that you wish within 60 days of dispensing, at no charge. Because the original lenses are a custom prescription item, there are no refunds of the difference in cost if the remade pair is of lesser value.

FRAME WARRANTIES

Frames sold by Eye Smile Optometry carry a minimum one-year limited warranty from the manufacturer. In general, the warranty will cover manufacturer defects only and does not apply to damage from improper care or cleaning.

Warrantied manufacturer defects may include as failure of a spring hinge, discoloration or paint chipping, defective solder point or frame breakage under normal usage. Damage due to lack of reasonable care to the frame (for example, stepping on a frame, bending the frame or exposing the frame to extreme heat) is not covered. Repairs or alterations to a frame by an unauthorized third party will usually void the manufacturer warranty.

If a defected frame is still within the warranty period but we are unable to obtain an identical replacement product from the manufacturer for whatever reason, we reserve the right to substitute a product of similar quality and value.

NON-PRESCRIPTION & FRAME ONLY PURCHASES

Non-prescription sunglasses or frames purchased without prescription are non-refundable. Store credit will be issued in lieu of a full refund within 30 days of purchase.

LENS WARRANTIES

Lens warranties: Lenses are not scratch proof, but some are scratch resistant. Lenses made with Crizal or Shamir anti-reflective coatings have a one-year warranty in which your lenses may be replaced free of charge. This does not include loss or negligence. Mirror coatings are not covered by this warranty. Eye Smile will assist you with the replacement of your lenses when lenses purchased with us fall under the manufacturer's warranty.

CONTACTS LENS RETURN POLICY

Prepackaged, soft contact lenses may only be returned for store credit if the original packaging is intact, unopened, and unmarked. Contact lens returns have different policies based on the type of lens you wear and condition of the packaging. Contact lens boxes that are opened, damaged, marked on directly, or expired cannot be returned or exchanged. Patients should avoid writing "Left" or "Right" directly on their contact lens boxes. Instead, it is recommended to use a sticker or other removable identifier on lens boxes.