

## **RETURN POLICY FOR EYEWEAR & CONTACT LENSES**

Eyeglasses are custom-made for you and you only, so there are **no returns or exchanges for any purchased eyewear** (including lenses and frames). Even though all sales of prescription and non-prescription eyeglasses and sunglasses are final, patients are welcome to return to the office *as many times as needed* before the decision to purchase is made. If there is a need for the prescription to be adjusted, such changes are included at **no charge** for a **one-time redo** within **90 days**. If there are any discrepancies between the doctor's prescription and the lenses manufactured by the lab, these changes will be provided at **no charge**. All of our lenses & frames have a warranty for any manufacturer defects for up to one year from the date of purchase, which does **not** include accidental damage from, for example, dropping your eyewear.

Even though the eyeglass frame is under warranty by the manufacturer, the manufacturer does not pay for the shipping and handling for the exchange of the defective frames for the new frames. The patient will be responsible for the two-way shipping costs involved (**\$20.00**).

With regard to the sale of **non-specialty** soft contact lenses, any **unopened & unmarked boxes** may be returned for a full refund, or exchanged, within 6 months if there has been a change to your prescription. However, all sales of **specialty** gas permeable (i.e., rigid) and hybrid (i.e., containing both rigid and soft components) contact lenses are final. During the trial period in determining the proper prescription for such specialty lenses, any exchanges or returns will be granted at **no charge** so long as enough time is given for the lenses to be mailed back to the manufacturer, in order to meet the manufacturer's 90-day exchange/return policy.

## **PICKING UP EYEGLASSES & CONTACT LENSES**

All eyeglasses and contact lenses that have been prescribed, fitted, and purchased by the patient will be kept in the office for a total of **one year** from the date of purchase. If the patient does not pick up his/her eyeglasses or contact lenses within that year, we will subsequently donate them to charity.

## **PERSONAL CHECKS & BOUNCED CHECKS**

- (1) Personal checks are not accepted from new patients.
- (2) It is at the sole discretion of Eye Love Optometry whether or not personal checks are accepted from existing patients.
- (3) Any bounced personal checks are subject to a fee of **\$20.00**, which is to be paid, in addition to the original amount on the check, within 90 days.

**I have read and understood all aspects of the above policies. It has been made known to me that, if any or all parts of the above policies are not fully understood by me, that further explanation is available and has been provided to me at the time of signing.**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_