

Contact Lens Waiver

Refund Return Policies:

These policies exist to help keep office costs down which in turn keeps contact lens costs down.

Ordering Contacts without a follow-up:

A contacts lens follow-up is necessary and recommended to ensure that contacts are fitting properly and that you are seeing the best vision possible. Contacts lens companies will only take lenses back within 30 days from when they were ordered and the boxes/bottles of lenses are not opened or damaged in any way (this includes the removal of UPC symbols). Due to these return policies, it is recommended that contacts not be ordered until the patient returns for a follow-up. Your contacts lens exam includes two months of follow-up care. Follow-ups after that will incur an office visit fee.

Shipping charges on returned contacts:

If a patient opts to order their contacts (with or without) a follow-up and has problems with their trials, the patient will incur a shipping charge to return the lenses as long as it is before the 30 days, and the boxes/ bottles are not opened or damaged in any way. If it is after 30 days, the patient will have to keep the contacts.

Contacts Lens Return policy after 30 days from ordering:

If a patient requests to order their contacts with or without their follow-up they cannot be returned or credited for the un-opened boxes/ bottles if:

1. The patient never calls to report problems with the trials
or
2. The patient never comes in for a follow-up.

This policy will be strictly enforced for all specialty lenses. This would include Toric contacts for astigmatism, Bifocal contacts, Focus Night and Day, and colored contacts.

Refunds on Contacts Never Ordered:

If a patient never returns for a follow-up, doesn't complete the contacts fitting, or is unsuccessful with the contact fitting and then decides not to get contacts, there will be an administrative fee deducted from the contacts lens refund. **NO PROFESSIONAL FEES. WILL BE REFUNDED.**

The administrative fee deducted from a refund on a contact lens purchase will be:

1. 20% within 3 months of the eye exam
2. 35% between 3-6 months of the eye exam
3. 50% between 6-9 months of the eye exam
4. No refunds 9 months after eye exam

**** Lenses not picked up within 30 days may be returned to inventory and all funds paid may be forfeit.****

X

Patient Signature & Date

Tech

CONTACT LENS WAIVER

Refunds on contact lenses are based upon the manufacturer's policies on credit. If a refund is due, a 15% restocking fee will be deducted if the lenses have already been ordered. Please allow 20 business days, excluding holidays and weekends, for processing refunds. No refunds or exchanges may be made on any disposable lenses if the box is opened or damaged in any way. This includes the removal of the UPC codes. All returns must be done within **30** days of receipt.

I understand that if the lenses must be returned to the manufacturer for an approved reason, the manufacturer requires that they be returned in their original vials. There are no exceptions. A contact lens vial is not the same as a written contact lens prescription. This is both a state and federal law. Contact lenses can only be returned to the manufacturer as stated above. Please inspect your lenses carefully. For colored contacts, once a color has been ordered, the color cannot be changed or exchanged.

(V) I acknowledge that my disposable contact lenses are non-refundable, non-returnable, and non-exchangeable once they have been ordered. This will be strictly enforced on specialty contacts including, toric, bifocal, Focus Night and Day, and colored contacts. I also understand that I have the option of ordering a trial pair of lenses and returning for a follow-up visit before ordering boxes. Once opened (or if the UPC codes have been removed in order to obtain a rebate), I cannot return the boxes under any circumstances.

(V) If I do not put my lenses on in the office, I acknowledge that I need to keep the vials that are containing my contact lenses for at least 30 days from the date that I receive them in the event that I need to return or exchange the lenses due to defects. I understand that I will not receive any credit for any contact lens that I return without the vial. I also understand that all colored lenses are non-refundable and non-returnable unless defective. **DO NOT OPEN BOTTLES IF HAVING PROBLEMS WITH TRIALS!**

****Lenses not picked up within 30 days of ordering may be returned to the company and all deposits/purchases paid may be forfeit.****

****Remember contact lens returns will incur a 15% restocking fee!!***

X

Patient Signature

Date

Technician

CONTACT LENS FITTINGS SHOULD BE COMPLETED IN 60 DAYS. AFTER 60 DAYS THERE WILL BE AN OFFICE VISIT CHARGE. CL FITTING FEES WILL NOT BE REFUNDED.