



## RETURN POLICY

### PRESCRIPTION EYEGLASSES

Prescription eyeglasses are custom made for patients based on unique prescriptions and measurements (which may vary per frame choice). Therefore, we are unable to resell glasses once they are made and any returns on eyeglasses are subject to a 20% restocking fee based on the full retail price. Patients have up to 5 business days from the date of purchase to request a refund. There may be occasional issues with eyeglasses that are not the fault of the patient; in which case our office will take action to fix these problems at no cost. This includes: prescription adjustments and changes, non-adaptation to prescriptions, lenses and materials, lens defects, lab errors, and manufacture defects. Full payment for eyeglasses is due at the time of purchase.

### CONTACT LENSES

Non-expired, unopened, and unmarked soft contact lenses boxes may be returned to our office for a refund up to 10 business days from the date of purchase. Any returns are subject to a 20% restocking fee. All sales of specialty lenses are final and non-refundable; however, if there are any changes to patient prescriptions, an even exchange will be done at no cost.

### NON-PRESCRIPTION SUNGLASSES

All sales are non-prescription sunglasses are final and non-refundable. Patients have 5 days from date of purchase to exchange sunglass frames at equal or lesser value; the patient is responsible for the difference of higher value sunglass frames. Exchanged frames must be in a re-sellable condition with no damage or scratching.

### FRAMES

If the patient wants to change their frame, they have up to 5 business days from the date of purchase to request it in the prescription glasses that were ordered. The patient is responsible for the difference in cost. If the new frames are lower in cost, the difference will NOT be refunded to the patient.

I have read and fully understand the policy and text written above. I acknowledge and agree to the terms as stated.

\_\_\_\_\_  
**Printed Name**

\_\_\_\_\_  
**Date**

**Signature:** \_\_\_\_\_