

Name: \_\_\_\_\_

What is the main reason for today's visit? \_\_\_\_\_

When and where was your last exam? \_\_\_\_\_

**Preferred Pharmacy/Location:** \_\_\_\_\_

**Medications:** \_\_\_\_\_ for \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Drug allergies:** \_\_\_\_\_

Occupation: \_\_\_\_\_ Employer: \_\_\_\_\_

We will file insurance claims as a courtesy to you, but it is your responsibility to verify your benefits, eligibility, and that we are providers for your specific plan. We must have the correct insurance card at the time of service otherwise you will become liable for the bill. This is why we ask for a current copy of your insurance card each year. If you have any questions about denied claims and insurance payments, please contact your insurance provider.

**Contact lens wearers:** Your contact lens fitting covers contact lens follow-up visits for 3 months from the exam date. If the contact prescription is not finalized by that time, there will be a \$25 fee per visit. You must have a contact fitting each year to have a current contact lens prescription.

**Return Policy**

- Deposit Requirements:
  - Full payment must be received before glasses or contact lens orders can be processed
  - A minimum deposit of 50% can be accepted at the discretion of the manager
  - Payment in full is required for dispensing of glasses and contact lenses
- Cancelled Orders:
  - All orders are placed within 12 hours of receiving them. Should you decide to cancel your order, we reserve the right to retain:
    - 25% of the total order value for cancellations within 1 day
    - 50% of the total order value for cancellations within 2-3 days
- Progressive Lens (Multifocal) Policy:
  - In the event that you are unable to adapt to your new progressive lenses within 30 days of purchase, we will happily exchange them for either lined bifocals or separate distance or reading glasses. Refunds are not applicable.
- Prescription Remakes:
  - A one-time lens remake can be made at no additional cost for prescription changes from a doctor within 60 days of purchase. Patient will be responsible for any applicable upgrade charges.
  - One time frame changes due to poor fit or defective frame (frame re-style) are done at the discretion of the optical manager and may incur a restocking fee.
- Refunds:
  - Glasses are considered to be custom orders and are non-refundable. A refund will only be issued if there is a defect in the glasses which cannot be fixed or replaced within 2 weeks.
  - Colored contact lenses are non-refundable. Refunds can be given on soft contact lenses within 30 days of purchase (order date) if the boxes are deemed to be in returnable condition (not opened or marked upon). Hard contact lenses must be finalized within 60 days or the lenses will be non-refundable. Contact lens fitting fees are non-refundable in the event that you are not able to wear contact lenses.
  - Exam fees are non-refundable
- Frames come with a 1 replacement per year manufacturer warranty as is only applicable for manufacturer defects. This **does not** include accidents (including sports injury), dog chewing, superglue, and lost/stolen frames. We must have frame back to return to the manufacturer. Please ask the lab manager for more if you have any questions regarding warranty coverage.

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