

Office Policies at Family Optometric Centers

Below lists some of our office policies in regards to returns, fees and orders.

General eyeglass lens and Contacts Lens

Eyeglass lenses are custom made devices and are NOT fully refundable (up to 50% of out of pocket cost, no refund on exam services), but we will be happy to correct any problems you may experience.

See the section below on Doctor's prescription changes for more information.

Contact lens returns have different policies based on the type of lens you wear and condition of the packaging. When in doubt, do not write "left" or "right" on your contact lens boxes. Instead, use a sticker or other removable identifier for lenses.

Eyeglass Prescription Changes

For prescriptions written by other doctors: Eyeglass lenses will be remade one time at no charge if the prescribing doctor provides a new prescription in writing **within 60 days of exam/purchase**. Rx changes after one free remake or **after 60 days** will be charged the usual lens price.

For prescriptions by doctors at Family Optometric Centers: An office visit to recheck the prescription will be provided and new lenses will be made at no charge **within 60 days** of exam/purchase. Recheck visits after 60 days will be charged a \$45 refraction fee.

If a Family Optometric Centers prescription is filled elsewhere, we will 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 purchase.

Progressive lens non-adapt policy: Progressive addition lenses 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 the one to 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 will be up to a 50% refund in cost if the remade pair is of lesser value.

Warranties

Frame warranties: Most of our vendors offer a 1-2 year limited frame warranty.

Lens warranties:

Premium anti-reflective coatings: 2year, 2 time replacement warranty. This does not include loss or negligence.

Standard anti-reflective coatings: 1year, 1 time replacement warranty. This does not include loss or negligence.

Scratch Coating: 1year, 1 time replacement warranty. This does not include loss or negligence.

Mirror coatings are not covered by warranty.

Frame only returns: Frames purchased without prescription may be returned for store credit within 30 days of purchase.

Contact Lenses

Prepackaged, **soft contact lenses**, may only be returned for store credit if the original packaging is intact, unopened, and unmarked. If found to be ordered wrong we will correct the issue at no cost. Soft contact lenses must be returned at least one year before the expiration date on the box. If you are unsatisfied with your open boxes, please reach out to the contact lens manufacturer. Many companies have their own patient satisfaction policies and prefer to deal directly with the patient. You may also contact our office for help at 231-832-3218 or 231-734-6218.

RGP contact lenses may be returned or refit within 90 days of purchase. We realize these contacts require extra time and fitting.

Using own frame or purchased from other place

We will gladly use your old frame if you would like, as long as it is in good condition, we may need to send it to the lab for lens insertion so please prepare accordingly.

We cannot be responsible for breakage when we reuse a patient's frame to manufacture and insert new lenses.

We will use the utmost care if we accept a patient's frame, but in a small percentage of cases the frame parts or material will be worn or brittle to the point that it will not support a new lens.

Older frames are usually discontinued by the manufacturer and replacement parts are generally not available. Putting new lenses into an old frame may create a pair of glasses that cannot be repaired later.

If a patient's frame breaks during our handling, the purchase of a new frame is at the patient's expense with a courtesy discount. We may have to discard the first pair of lenses made for the original frame, but no additional charge will be assessed for lenses.

Special frame orders

Frames that are ordered in for a patient who wishes to review and try on a frame style,

color, or size that is not presently in our optical.

Two frames may be special ordered, once per calendar year, at no charge. Any additional frame options will require a non-refundable deposit of \$10 for each additional frame. This deposit covers shipping and restocking fees. Special frame orders could take up to 1 month. If a frame becomes unavailable for order or has a backorder date extending 30 days, the order can be canceled and fully refunded.

Professional services

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 not refundable.

APPOINTMENT CANCELLATION AND NO SHOW POLICY

Please call if you are able to let us know if you will not be able to come in. Should you get 3 no shows (did not come in or call to cancel prior to appointment) you will only be able to schedule a same day appointment, if none are available you may call the following to try again.