



Office Policies

We are committed to offering the highest quality eye care and service possible. Please review our office policies and sign where indicated.

Examinations and Fees

Professional fees, copayments, coinsurances and remaining deductibles are due at the time services are rendered and are non-refundable. Prescriptions and exam records will not be released if fees have not been paid.

Patients with Medical and Vision Plans

It is the patient's responsibility to disclose and confirm any type of vision plan or medical coverage **prior to** the exam, and before services and products are rendered. If a vision plan or medical insurance coverage is determined after services or product ordering have been initiated, we cannot retroactively submit an insurance claim on behalf of the patient. If you have not verified your insurance prior to your visit, full payment will be due at the time of services. In the event medical and/or vision plans are not disclosed and authorized prior to the visit, the patient must contact their insurance company for any potential reimbursement on their own behalf. We will gladly provide any itemized bills, diagnosis codes, and procedure codes required.

Insurance Disclaimer: Verification of eligibility and/or benefit information is not a guarantee of payment. Benefits will be determined once a claim is processed and will be based upon—among other things—member's eligibility, any claims received during the interim period and the terms of the member's certificate of coverage applicable on the date services were rendered. The patient will be responsible for any amount that is not covered by his or her vision or medical plan.

Contact Lens Policies

Contact lenses are medical devices that require a comprehensive vision and eye health evaluation before they are prescribed. A final contact lens prescription is released only when all necessary follow up visits are completed to ensure that the contacts lenses fitted are appropriate for your eyes and visual needs.

If you are unable to adapt to your contact lenses, you have within 90 days to return for a refit with a new lens, and will be charged the difference. We can offer credit for unopened boxes that are in resalable condition, but do not offer refunds. It is the contact lens company's policy that any pen markings or small damages on a box will render it non-returnable. If you receive a damaged contact lens box through the mail, please notify us immediately because contact lens companies will deny these returns.

Eye Wear Orders

We take pride in our products. If your prescription has changed, you have within 60 days of your order placement, to have a one-time prescription change.

If you are requesting a frame style change, we will be unable to use your existing lenses in a new frame, and you may be charged an additional fee for new lenses.

Most, but not all, frames have a one-year warranty. All lenses with anti-reflection have a 2-year warranty. All other lenses have a 1-year warranty.

Payment Policies

Payment in full is required when an order for glasses or contacts is placed.

All sales are final. We strive for prompt service; therefore, your order is placed with our laboratories and frame distributors immediately. Since eye wear is completely customized for each patient, we are unable to reverse or halt your order once production has been initiated. We do not offer cash refunds. Any approved refunds must be made with the same method as payment, or on the same credit card from which the initial payment was made

We accept cash, check, American Express, Discover, Mastercard, and Visa.

Any check returned for insufficient funds will incur a \$30 service fee.

A fee of 30% will be added to the complete account balance for which a collection agency is retained.

Out-of-office Orders

We are not responsible for the accuracy or quality of materials produced outside of our office. If you choose to have glasses made outside of our office, we recommend seeking a dispenser who will agree to waive any additional fees in the event your prescription has changed.

Our staff is happy to repair or adjust any frames purchased from our office without a fee. However, fees will be applied to any parts or services for products purchased **outside** of our office.

Pupil distances (PDs) are **NOT** a standard part of your glasses prescription, nor considered standard testing during an examination, according to New York State law. These measurements are to be obtained by a licensed optometrist or optician at the time of service.

Cancellation Policy

Your appointment time has been reserved for you, and 24-hr notice is required for canceled and rescheduled appointments. A fee of \$50 will apply for failure to arrive at your appointed time, and if the exam is canceled within 24 hours of the scheduled appointment.

I have read and understand the office policies, and acknowledge that I have been given the opportunity to receive a copy of these policies. I also understand that I may request a copy at any time.

Patient/Guardian Signature_____

Date_____

Print Patient's Name_____

Print Guardian Name_____

Witness Signature and Name_____

Date_____