

## **OPTOMAP RETINAL EXAM POLICY**

We take **optomap** images with every vision exam. This helps us better evaluate your retinal health without dilation. If your plan doesn't cover this service, there is a \$29 out-of-pocket cost. Please let us know if you are not able to cover this charge. Thank you for allowing us to serve you better!

## **ANNUAL EYE EXAM DISCOUNTS**

You can save money and take good care of your eyes! Just **return for your annual vision exam each year (within 14 months)** and multiple discounts/benefits will be available to you.

## **APPOINTMENT AND MISCELLANEOUS FEES**

Missed appointments not cancelled more than 24 hours in advance are assessed a \$30 fee. There may be fees for additional services requested such as consultations, form completion, frame adjustments, returns, warranty processing, order changes, shipping, etc. A list of fees is available upon request. Fees are subject to change.

## **PRIVACY, LEGAL AND FINANCIAL POLICIES**

Lifetime Eye Care has their *Privacy Policy* available, and you have the right to review/request a copy at any time. You are financially responsible for all charges. Exam and service fees are non-refundable. If using insurance, you assign insurance benefits to Lifetime Eye Care. You authorize Lifetime Eye Care to release information necessary to secure payment of benefits and authorize the use of your signature for insurance submissions. If you are a parent or guardian, you permit the examination and accept financial responsibility for your dependent.

## **GLASSES ORDERS**

We expect glasses orders to be ready in 10 business days (backorders, lab delays or specialty products may extend this timeframe). If you choose to reuse your own frame, we will not be held financially responsible for unexpected damage that may occur. If there are problems with your new glasses, you have up to 90 days after production to: 1) request lens or frame changes (additional fees may apply); 2) have your prescription rechecked and lenses remade; or 3) if glasses do not function properly after remake, return for a refund (less a \$100 restocking fee) if glasses are still in like-new condition. Orders that have not been picked up within 180 days will be donated with no refund.

## **CONTACT LENS EVALUATION AND ORDERS**

A prescription for contact lenses requires additional evaluation and fees. Contact lens wearers must have this service annually, even if there are no changes. A contact lens evaluation includes follow ups (if needed) for up to 90 days, during which fitting/prescription changes may occur. Follow ups outside of 90 days will be assessed a \$50 refit fee. We expect contact lens orders to be ready in 5 business days (longer for backorders or specialty products). Stock contact lenses can be returned for store credit (less a \$10 restocking fee) for up to 12 months if they are in new condition (unopened, unmarked, undamaged). Custom lenses can be returned within 90 days for a 50% credit. Defective lenses will be subject to replacement at the discretion of the manufacturer. Orders that have not been picked up within 180 days will be returned or discarded with no refund.

**By signing below, I acknowledge that I understand and agree to the above statements and policies.**

Patient Name: \_\_\_\_\_ Date: \_\_\_\_\_



Patient/Guardian Signature: \_\_\_\_\_