

## COMPREHENSIVE EYEWEAR SERVICES AND POLICIES

Selecting and ordering new eyewear takes a high level of skill and experience. At Vision Care Specialists we have the people and processes in place to guarantee that your new glasses will satisfy your expectations for style, comfort, vision clarity and budgetary needs. Our services include:

### COMPREHENSIVE EYEWEAR SERVICES

**Frame Selection:** We carefully select frames made with the highest quality materials and workmanship for maximum comfort and durability.

**Lens Selection:** Our opticians are trained to recommend lenses that fit your prescription and lifestyle. They look for ways to reduce weight, thickness and glare to improve vision quality and comfort.

**Rx Assessment:** When glasses come back from the lab, our opticians perform a detailed assessment of lens materials, construction and prescription accuracy to make sure the order has been fulfilled correctly.

**10-Point Check:** If you are not fully satisfied with your new glasses, we encourage you to come in for our *10-Point Check* – this is a step-by-step assessment to determine the source of the issue. If needed, we will do an Rx check with your doctor to evaluate your prescription.

**Repairs and Adjustments:** Please come to any of our offices for minor repairs or adjustments on your eyewear. We always provide this free of charge to our patients.

### EYEWEAR POLICIES

We guarantee all eyewear purchases made through VCS and work with our customers to ensure the ideal fit and clarity are achieved.

**Eyewear Returns and Refunds:** Corrective eyewear is a custom-made product designed specifically for the prescription and lifestyle needs of the individual customer. Due to this highly customized nature, Vision Care Specialists is unable to issue refunds as a matter of policy.

**Eyewear Warranty<sup>1</sup>:** A 1-year warranty is offered due to manufacturer defects.

**Lens Remakes<sup>2</sup>:** Remakes due to physician change of prescription, fitting errors, or lab defects are offered one time during the first 90 days of purchase.

**Cancellations:** No cancellations accepted.

**Externally Filled Prescriptions:** When Vision Care Specialists' patients experience issues with prescriptions filled by reputable outside providers, our opticians will complete our *10-Point Check* free of charge to help the patient identify the issue. If errors are identified, the outside provider will need to do the remake – VCS cannot be responsible for errors in craftsmanship for products we do not sell. Due to the high level of inaccuracy (44.8%<sup>3</sup>) for glasses ordered online, there will be a \$30 charge for assessment of online eyewear purchases.

**Non-Patient Support:** For individuals seeking eyewear support at a Vision Care Specialists location when we did not complete the eye exam or the eyeglasses purchase, we will complete the *10-Point Check* for \$30. If the patient would like to validate their prescription, we will schedule a comprehensive eye exam. If errors in craftsmanship are identified, we will provide detailed findings for the patient to review with their provider, so the glasses can be remade correctly.

<sup>1</sup>Please contact a VCS optician for more details.

<sup>2</sup>Exception – if you used vision insurance that requires VCS to utilize the insurance company's lab, then the insurance company's policies supersede VCS policy. Please contact a VCS optician for more details.

<sup>3</sup>American Optometric Association research found that 44.8% of eyeglasses purchased online had incorrect prescriptions or safety issues.

## **PATIENT'S OWN FRAME (POF) POLICY**

Vision Care Specialists is very excited to be your chosen provider for all your eyecare needs.

While we strive to offer a variety of current, stylish, and high-quality frames, we understand that you may wish to reuse your existing frame for your next pair of eyewear. There are a few things we would like you to understand before we put new lenses in your existing frame.

1. Although the manufacturing laboratory uses the utmost care when manufacturing and inserting lenses in our patients' pre-worn frames, frames occasionally break during the process of insertion or removal of lenses. Plastic frames become brittle and solder points on metal frames can weaken with wear over time.
2. Vision Care Specialists is not responsible if breakage occurs during the process of inserting new lenses or removing existing lenses from a patient's existing frame.
3. Frame vendors regularly discontinue old frame styles as they launch new frame styles. Replacement parts may be difficult or impossible to obtain if a patient's existing frame breaks during or after the lens removal/insertion process.
4. Prescription lenses are an investment in obtaining the clearest vision possible. In order to maintain a pair of custom prescription eyewear that is in the best condition, we highly recommend that you order them in a new, quality frame and keep your old pair of eyewear as a backup pair for emergencies.
5. If you make the decision to order new lenses for your existing frame and this frame breaks in the process, you will be responsible for purchasing a new frame. Vision Care Specialists is not responsible for reimbursing the cost of a patient's older frame if it breaks during the lens manufacturing process.