



**EYE DOCS  
OPTICAL**

## **Refund/Return/Warranty Policies**

**Payments are due at the time professional services are rendered.**

**There are NO REFUNDS for professional services.**

**ALL PRESCRIPTION EYEGLOSS/SUNGLASS SALES ARE FINAL.** Due to the individualized and custom nature of glasses, there are no refunds or exchanges on these items.

### **Prescriptions**

For prescriptions written by Dr. Cook, an office visit to re-check the prescription will be provided within 60 days of the initial exam date. Prescription re-check visits after 60 days will be charged our usual and customary fees for a refraction, which is \$50, any re-check visits after 6 months from initial exam will require a full exam. EyeDocs Optical is not responsible for any additional charges for lenses or frames on prescriptions which are filled at a different office.

Our office does not perform prescription re-checks for prescriptions written by another doctor from a different office. We can verify the prescription in the lenses to that which was prescribed by the other Optometrist or Ophthalmologist. If you feel there is a discrepancy in the prescription and would like to be seen by Dr. Cook, a charge of \$50 will be incurred for the refraction. Any upgrade option for lenses are custom made and sales are Final, this includes wanting to exclude an upgrade on re-made lenses.

### **Frames**

Frames at our office have a 1 year manufacturer's warranty. Manufacturer's warranties are for defects only and do not cover normal "wear and tear" damage by accidents or loss of glasses. We reserve the right to inspect all frames to determine if the frame can be replaced under the manufacturer's warranty.

Many patients choose to have new lenses placed in their existing frames. We handle all frames with great care but due to certain circumstances such as the age of frames or condition of the frame, EyeDocs Optical is not responsible for any damages that may incur. Many patients will also have adjustments made to their frames for comfort, adjustments are made at your own risk, EyeDocs Optical is not responsible for any damages that may incur.

### **Contact Lenses**

Only contact lens boxes that are unopened, free of any markings, dents or other damages will be used for exchanges or refunds. Contact Lens Exams are to be completed **within 90 days** of the comprehensive eye exam. There will be an additional office visit charge if the patient fails to return for the follow up appointment(s) to finalize the prescription within the 90 days.

\_\_\_\_\_  
Print Patient Name

\_\_\_\_\_  
Signature of patient/guardian if minor

\_\_\_\_\_  
Date