



Contact Lens Policy and Consent

Contact lenses are designated as medical devices and therefore should be treated as such. Prescribing contact lenses requires an additional evaluation and fitting by the doctor, which sometimes includes follow up visits and trial contact lenses. For this reason, there are additional and varying charges for the evaluation and prescription of contact lenses. Fee structures vary dependent on several factors including, but not limited to, type of lens (sphere, toric, RGP, etc...), change in Rx or brand, and the wearers experience with wearing contact lenses. The contact lens evaluations can range from \$45 for the most basic type of evaluation, to \$195 for the most complex type. The complexity of the evaluation is determined according to pre-set guidelines and what the doctor concludes during the exam. If you have questions about the fee structure, please ask the doctor or an optician.

Contact lens evaluations are required by law every year in order to update your prescription and maintain the health of your eyes. Because of the nature of contact lenses, there are several risks associated with wearing them. Annual eye exams and contact lens evaluations are an important part of early detection and prevention of eye diseases.

Another important part in preventing complications due to contact lens wear, is strict adherence to the instructions provided by your doctor or optician. By electing to have a contact lens evaluation, you are agreeing to follow your doctor or optician's instructions regarding contact lens wear schedules, and cleaning and care of your lenses.

Eyeglass Policy

We are committed to providing you with the best possible service and quality when it comes to your frames and lenses. Please read the policies below so that you are familiar with all of your options.

Frame Warranty– All of our regularly priced frames come with a 1 or 2-year manufacturers defect warranty. Any defects in your frame are covered though our office, within 1 or 2 years of the purchase. Unfortunately, any damage or defects to the frame not caused by regular wear and tear, are not covered under the manufacturer's warranty. Some frame brands require us to send them the frame for an evaluation before they can deem the frame defective or just damaged. Ultimately, Spectacle reserves the right to determine if a frame is defective and under warranty.

Lens Warranty– Lens warranties are subject to the lens type and add-ons. Lenses with Premium Anti-Reflective coatings come with a 2-year manufacturers defect warranty. Lenses with Mid-Level coatings come with a 1-year warranty, and lenses with the Standard Anti-Reflective coatings come unwarranted.

Return/Exchange Policy

Frames– We hope you love your frames, but if you have a change of heart, we give you 30 days from the time you pick up your new glasses to exchange them for a different style. The frames must be in good condition, and because the lens will have to be remade for the shape of the new frame, there may be a lens regrinding fee. This fee is dependent on the lens features so it may vary.

Lenses– If you are unhappy with any of the features included or not included in your lenses, we give you 90 days from the time you pick them up to make any changes you want. Whether you want to add a feature, like anti-reflective coatings, or take one away, like Transitions on your lenses. Patient is responsible for the price difference.

Returns– Due to the nature of custom made prescriptions lenses, our lenses are non-returnable to the manufacturers. If for any reason you decide to cancel your order or decide to return your glasses, we can only refund up to half of your out of pocket cost for the lenses, and frames can only be returned in good condition, all within 30 days.

Prescription Policy

Rx Guarantee– Any eyeglass prescription written by our office comes with a 90-day, recheck guarantee. If you are unsure of the new prescription, we will gladly have the doctor re-check your prescription. If you have lenses made by us and you are unsure of the prescription, we will first try to troubleshoot the issue by double checking the fit and measurements of the frames and lenses. This can often times correct the issue. We will also gladly have the doctor re-check the prescription and if we find that there are necessary changes that need to be made, we will remake the lenses at no cost to you. We are not responsible for any cost incurred by having lenses remade at outside offices.

Outside Prescriptions– We are happy to accept valid outside prescriptions from other doctors. If we make lenses for you using another doctor's prescription, any prescription re-checks must be done with the prescribing doctor and any changes must be made within 60 days from the time you pick up the glasses. We can do a one-time lens remake, at no additional charge.