



## **Enhanced Vision Wellness Options**

Your exam experience at Spectacle starts with our optometric technician in the pre-testing room. **While most diagnostic testing is complimentary, we do offer enhanced vision wellness options for a small additional cost.** Spectacle has a state-of-the-art digital retinal camera that takes high resolution photographs of your retinal tissue. These images are vital in helping the doctor assess your risks for serious diseases such as diabetes, glaucoma, macular degeneration, high blood pressure, etc. We also offer an SD-OCT screening that allows the doctor an opportunity to detect signs of vision threatening disease decades earlier, when it is most treatable. We offer complimentary retinal photos in lieu of dilation for your first visit. The retinal photos are typically \$28, and the OCT screener is \$30. Going for both? We offer the pair for \$45 instead.

## **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. **The contact lens evaluations can range from \$50 for a standard evaluation, to \$195 for a complex or new wearer fitting. The complexity of the evaluation is determined according to pre-set guidelines based on the doctor's evaluation of your eyes and the lenses required.** If you have questions about the fee structure, please ask the doctor or an optician.

Contact lens evaluations are required by law to update your prescription and maintain the health of your eyes. Annual eye exams and contact lens evaluations are an important part of early detection and prevention of eye diseases.

## **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 2-year manufacturers defect warranty. Any damage or defects to the frame caused by the wearer (i.e. puppy teeth, specs were sat/stepped on, etc.) will not be covered. Some frame lines require us to send them the frame for an evaluation before they can deem the frame defective. Spectacle reserves the right to determine if a frame is defective and under warranty. We're here to help – if you're unsure if your frame damage is covered under warranty, just ask and we'll thoroughly evaluate it and explore all possible options for you.

**Lens Warranty-** Lens warranties are subject to the lens type and add-ons. Lenses with premium anti-reflective treatments come with a 2-year scratch warranty. Lenses with mid-level treatments come with a 1-year warranty, and lenses with no anti-reflective treatment will carry no warranty against scratches or damage.



### **Return/Exchange Policy**

**Frame-** We hope you love your frame, but if you have a change of heart, we give you **30 days** from the time you pick up your new glasses for a one-time restyle on the frame. The frame must be in excellent condition. **There is a \$40 restocking fee associated with any restyle to cover the cost of new demo lenses for the returned frame + manufacturing and edging new prescription lenses in the new frame.**

**Lenses-** If you are unhappy with any of the features included or not included in your lenses, we give you **30 days** from the time you pick them up to make any changes you want. The patient is responsible for the price difference. Since lenses are a custom product that are completely redone when changes are made, we do not offer a refund on a downgrade in lens design or material.

**Returns-** Due to the nature of custom 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 refund up to half of your out of pocket cost for the lenses. Frames in excellent condition can be returned for a full refund (minus the \$40 restocking fee) **within 30 days**.

### **Prescription Policy**

**Rx Guarantee-** Any eyeglass prescription written by our office comes with a **90-day** recheck guarantee. If you're having issues with your new prescription, our team will schedule you for a complimentary troubleshoot and Rx check appointment with the doctor. If the prescription changes, we will remake any lenses purchased from us within that 90 day time period free of charge.

**Outside Prescriptions-** We happily accept valid eyeglass prescriptions from other offices. 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. If that prescription does change, we offer a one-time lens remake for you at no additional charge.

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_