OFFICE POLICIES

If using Insurance: It is the responsibility of the patient to know and understand their vision/medical insurance benefits. The patient agrees to be responsible for all fees not covered by their vision or medical insurance plan. Proof of insurance needs to be presented at time of visit. We will not be responsible for any insurance presented after the fact.

RETURN POLICY

Professional Services:
- Fees for professional services are non-refundable.

Glasses/Ophthalmic Products:
- Glasses are complex, custom-made medical devices. In the event that a patient is not satisfied with the visual acuity obtained with the prescription lenses provided by our office, the patient will be asked to return to the office for an adjustment of the glasses and, as necessary, a short prescription check appointment with the doctor. We offer a one-time prescription adjustment or non-adapt remake within 30 days of the glasses dispense. The patient is responsible for the price difference in the lens cost if any upgrades are made during this time. No refunds are issued for any downgrades.
- If you are not completely satisfied with your purchase, you are allowed to cancel before the job is processed for a full refund. If the job has been processed, we are not able to refund the entire cost if you decide to cancel or return them. There is a 30% cancellation fee, for the lens, because lab charges have been accrued on the order. A 30% restocking fee will apply used frames.
- Lab breakages and delays from your insurance company are not our responsibility.
- Glass Lens Waiver—Duty to Warn—Proper selection and use of eyewear is critical to your eye safety. If your occupation, sports, or other activities expose you to the risk of flying objects or physical impart, your eye safety may require the use of special spectacle lens materials. For tasks which require impact protection, polycarbonate or trivex lenses should be used.
- NON PRESCRIPTION SUNGLASS PURCHASES ARE NON-REFUNDABLE.

Contact Lens Purchases:
- Contact Lens (CL) Open Box Policy—Open CL boxes cannot be returned for credit.
- Unopened CL boxes may be returned or exchanged within 30 days of the dispense date.

Online Eyeglass Measurement, Glasses bought outside our office and Patient-Supplied Frame Policy
- While we discourage ordering eyeglasses online, especially bifocals, progressives and high powers, we realize that some patients will still want to purchase their eyewear that way. Brazos Eye Center will assist you in taking measurements and verifying your prescription for a fee described below:
  - PD Measurement, segment height or other measurements $10.00 - $40.00
  - Analyzing, troubleshooting, or servicing Internet-purchased eyewear $40.00
  - Nose pads, screws or restringing rimless frames $3.00 - $10.00
- Patient’s Own Frame Adjustments Policy—we offer complimentary frame adjustments for glasses that are purchased in our office only. At this time we will not be able to adjust any eye wear bought outside our office.
- Patient’s Own Frame New Lens Policy—we will gladly reuse your own frame if the frame is suitable to have new lenses. The optician will inspect the frame and has the right to decline reuse of the frame. Brazos Eye Center will not be responsible for damage, breakage or loss of your frame.
- Brazos Eye Center is not responsible for any eyewear bought elsewhere other than our office. If our prescription is the issue, we will perform a one-time courtesy prescription check. In the event our prescription is not the issue and it is the fault of the optical where you bought the glasses, there will be a $35.00 charge for the prescription verification.

I have read and understand Brazos Eye Center’s policies and disclaimers.

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Patient Signature         Date