

## **Eye-Site of Boynton Beach Office Policies**

### ***Eyeglass ordering***

Each pair of prescription glasses are ordered for your unique prescription and optical specifications. In order for us to provide you with your glasses as soon as possible, we place the order with the lab immediately. Full payment is due at the time of the order. We do not offer payment plans or deposits.

**ALL OPTICAL SALES ARE FINAL.**

### ***Contact lenses***

If you need to return a contact lens order, contact our office. We will let you know if you are within the time period allowed by each manufacturer. We are unable to return any box or boxes that have been damaged or opened.

### ***Exam services***

All exam services are to be paid in full at the time of your appointment. Please feel free to ask the office coordinator to explain any charges prior to seeing the doctor.

### ***Updates on orders***

Optical orders typically take 7-10 business days to complete. However, some orders placed through insurance carriers may take longer. We appreciate your understanding and patience as we have no control over insurance labs.

### ***Patients own frame***

We understand that patient's may love their frames. However, an older frame manipulated by the lab to manufacture prescription glasses may result in damage due to its wear and tear, oxidation and changes to frame material that occur over time. It is because of this, that we encourage patients to purchase a new frame with a warranty. Eye-Site nor the lab have any liability if a frame breaks during manufacturing.

### ***Outside prescriptions***

Prescription glasses are listed as a medical device by the FDA. This office requires a valid paper copy of your prescription in order to make you a pair of glasses. This ensures your eyewear is made correctly. We will happily fill a valid prescription from a licensed Optometrist or Ophthalmologist outside of our practice. However, if you experience inadequate vision with the prescription made, we ask that you return to the prescribing doctor for assessment. We will accommodate ONE change in your prescription from the prescribing doctor. Anything beyond that will be the patient's responsibility.