

# Family Eye Care Policies

## Patient's own frame and 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. Only the lenses would be covered under warranty. Family Eye care will not be responsible for damage, breakage, or loss of your frame. Patient is using their own frame or 3rd party frame at their own risk.

## Frame Warranty

Our warranty comes with a one year and one time replacement on any frames and/or lenses purchased from our office. Our warranty does not cover lost or stolen glasses.

## 60 day Non-Adapt Policy

If you are not able to adapt to your progressive lenses, we will replace the lenses once at no additional charge to you. There will be no refund issued for the non-adapt progressives.

## 30 day Frame Change Policy

If you are not happy with the frame that you chose, you have 30 days from the date of pick up to pick a new frame at no charge to you unless the new frame you choose is more than the original frame chosen.

## No refunds or Cancellations

We work at a fast pace to be able to process your glasses in a timely manner. Lenses are customized to your specific measurements and needs thus there are no refunds nor cancellations once the order has been submitted. We will go above and beyond to make sure you are satisfied and love your glasses.

*\*\*I have read and understood the optical services policies and agree to its terms. These policies are subject to change at the discretion of Family Eye Care. In the event of such changes, a new signed agreement will be required. Optical orders will not be placed without a signature.*

Patient Name (Print): \_\_\_\_\_

Patient Name (Signature): \_\_\_\_\_

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