

Cassandra Wood, O.D.

Contact Lens Policy

CONTACT LENS POLICY:

A contact lens exam is an additional component to the routine exam that is necessary to determine your contact lens prescription. Fees are associated by new or established wearers, and spherical, toric, or multifocal contact lens needs. The contact lens exam fee includes the initial contact lens evaluation, insertion and removal training if necessary, initial trial lenses, and any follow ups necessary within 60 days of the contact lens exam. Payment for a purchase of contact lenses is due in full at the time of order. By my signature below, I understand that contact lenses are a separate service from an eye exam, and I agree to pay any fees associated with obtaining a contact lens prescription. I acknowledge that contact lens prescriptions expire annually, in compliance with Arkansas state law, and if I choose not to update my prescription then I will not be able to order contact lenses.

REFUNDS ON SERVICES RENDERED:

Professional fees, such as payments for exam fees or contact lens fitting fees, represent payments for services that were rendered (even if not successful) and are non-refundable.

PRESCRIPTION CHANGES:

If you are not satisfied with your vision in your new glasses or contact lenses from a prescription obtained at Eyes On You, we will do everything within our power to improve it. Under this circumstance, a short office visit may be necessary to re-evaluate and recheck the prescription. If an Eyes On You Optometry prescription is filled elsewhere and you are not satisfied with your vision, we will gladly provide a prescription recheck visit within 60 days of your appointment. Recheck visits after 60 days will be charged a \$25 refraction fee. If a change in prescription is needed, we will not be responsible for any charges incurred at another store. Most reputable optical dispensaries allow doctor Rx changes at no charge, but this is up to the patient to inquire about such policies in advance of making a purchase.

CONTACTS LENS RETURN POLICY:

Prepackaged, soft contact lenses may only be returned for store credit if the original packaging is intact, unopened, and unmarked. Contact lens returns have different policies based on the type of lens you wear and condition of the packaging. Contact lens boxes that are opened, damaged, marked on directly, or expired cannot be returned or exchanged. Patients should avoid writing "Left" or "Right" directly on their contact lens boxes. Instead, it is recommended to use a sticker or other removable identifier on lens boxes. Contact lenses that have been shipped directly to the patient are the patient's responsibility to return the lenses to Eyes On You if they choose to return or cancel the order.

By my signature below, I agree to all of the consents and policies above while I am a patient of the practice.

I HAVE READ AND UNDERSTAND THIS FORM. I AM SIGNING IT VOLUNTARILY.

Patient Signature

Date

If you are signing as a personal representative of the patient, please indicate your relationship. If you are signing for a minor, you attest that you have the legal authority to make medical decisions for the minor and consent to such care.

Representative Signature

Relationship to Patient