

**Kathleen M. Andersen, O.D.**

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### **Contact Lens Exam Fee Policy**

Contact lenses are a medical device that fits right on the eye. There is a separate contact lens exam service fee in addition to the regular eye exam fee for all contact lens exams. This standard and customary fee covers the additional work required by the doctor, the cost of trial contact lenses and follow-up exams, if any, even if the patient already wears contact lenses. During the contact lens exam, the doctor checks for visual acuity, fit, and comfort. After the initial fitting or refitting, weekly follow up checks are scheduled until your prescription is finalized. The eye exam and contact lens exam charges are not refundable. In the State of California, contact lens prescriptions are valid for one year.

Unopened boxes of contact lenses ordered through us are refundable up to one year after purchase so long as you bring in the unopened boxes.

Our goal is to provide the best level of care for your eyes. Our contact lens prices are highly competitive with mail order catalogs, internet websites and other discount contact lens suppliers. Ask us for a price comparison on the contact lenses we will be ordering for you.

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### **Warranty Exchanges For Eye Glasses**

We provide a one-year warranty for manufacturer's defects. When it comes to eyewear defects, we have almost seen it all. If there is a manufacturer's defect, please bring back the frame, and if the frame is still available through the manufacturer, we will replace it at no charge. If the frame is no longer available, we can offer a credit towards a new frame.

We also provide a one year warranty against any defect to polycarbonate lenses or coatings, such as anti-reflective or scratch resistant coatings. Orders for prescription lenses are not refundable or cancelable after the lens has been ordered for you.

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Thank you for entrusting your eyes to our office. We appreciate your business and hope you will recommend us to your friends and family. If you have any questions, please feel free to ask the staff or doctor.

January 13, 2011