



**RETURN POLICY FOR EYEGLASSES AND CONTACT LENSES**

All sales of prescription eyeglasses, non-prescription eyeglasses, and contact lenses are FINAL. If, however, there are any discrepancies between the doctor's prescription and the lenses manufactured by the lab, or between the Doctor's prescription and the patient's actual prescription, any adjustments to the prescription lenses are included at no charge within 60 days of the original purchase. All orders require a minimum 50% deposit. Adjustments for glasses and minor repairs are provided free of charge. Major repairs will be charged on a case by case basis. **Professional services are non-refundable, and payment is due n full at the time services are rendered.**

All eyeglass frames are under a manufacturer's warranty for any manufacturing defects for up to one year from the original date of purchase. This does not include accidental damage or breakage that has been incurred to the frames. Even though the eyeglass frame is under warranty by the manufacturer, the manufacturer does not pay for the shipping and handling for the exchange of the defective frames for the new frames. **The patient will be responsible for the two-way shipping costs involved, which is approximately \$20.** This must be paid at the time the exchange order is placed. Keep in mind that, as a courtesy to our patients, we do: 1) exchange the frames, 2) order the proper lenses for those frames, 3) surface and edge those lenses, and 4) physically remount the lenses into the new frames with no additional fee.

With regard to sales of non-specialty soft contact lenses, any unopened and unmarked boxes may be returned for a full refund, or exchanged, within 60 days. All sales of specialty gas permeable (rigid) and hybrid (containing both rigid and soft components) contact lenses are final. If, however, there are any discrepancies between the Doctor's prescription and the actual prescription, any exchanges for the appropriate contact lens prescription will be honored at no charge AS LONG AS enough time is given for the lenses to be exchanged to be mailed and physically received by the manufacturer within 60 days.

If you are requesting a custom measurement (pupil distance, bifocal segment height, etc.) there is a \$20 charge for those services.

**POLICY FOR PICKING UP EYEGLASSES AND CONTACT LENSES**

All eyeglasses and contact lenses that have been prescribed, fitted and purchased by the patient will be held in our office for a total of two months from the date of purchase. If the patient does not pick up his or her eyeglasses or contact lenses within those two months, they shall, by default, become the property of Mills Eye Care and we will no longer be responsible for those eyeglasses or contact lenses.

**POLICY FOR ACCEPTING PERSONAL CHECKS & BOUNCED CHECKS**

Personal checks will only be accepted from new patients if they do not have any other form of payment.

Personal checks will not be accepted from any existing patients who do not have a good credit history with Mills Eye Care.

Any bounced personal check is subject to a \$35 fee, which is to be paid, in addition to the original amount on the check, within 60 days. If the full amount is not paid within 60 days, your account will be sent to collections, where an additional \$30 fee will be added to your balance.

**I have read, understood, and shall abide by all aspects of the policies explained to me above. It has been made known to me that if any or all parts of the above policies are not fully understood by me, for any reason at all, that proper explanation, or translation, is available and ultimately has been provided to me at the time of signing.**

Patient Name \_\_\_\_\_

Signature of Patient / Legal Guardian \_\_\_\_\_ Date \_\_\_\_\_