



# Optical Policies

**Forms of Payment:** Cal Eye Pros accepts the following forms of payment: Checks, which are run electronically, and major credit cards issued in the United States; Visa®, Mastercard®, American Express® and Discover®.

**Terms of Payment:** For any eyeglasses ordered, Cal Eye Pros prefers payment in full at the time of the order. A minimum 50% deposit is required before any order will be started and work performed in manufacturing your eyeglasses. Any remaining balance will be due when you pick up your eyeglasses. For contact lenses, full payment is required at the time of placing the order.

**Satisfaction Guarantee on Eyeglasses Frames:** Our patients are the reason we are in business. We truly want you thrilled with any eyeglasses frame purchase you make at Cal Eye Pros! If for any reason you are not satisfied with your eyeglasses frame purchase made in our Optical Department, please bring the frame back within 30 days and we will gladly exchange your frame, if your insurance company permits it. There is a \$25 Frame Restyling Fee that you are responsible for, which is not covered by your insurance. No refunds will be given for the price difference on an eyeglasses frame if you select a frame of lesser value. If you choose a frame that costs more, you must pay the difference. If you choose to restyle your frame after the 30 days from the date of dispense, the \$25 restyling fee will still apply, and you may also be responsible for the full cost of new lenses. No additional remedies outside of this Satisfaction Guarantee on Eyeglasses Frames are available, as all sales are final, and no refunds will be issued. Please see additional applicable restrictions pertaining to Prescription Lenses, Contact Lenses and Progressive Lenses detailed in these Policies.

**Frame Adjustment and Repair Policy:** For our patients who have purchased their frame from Cal Eye Pros Optical Department, we will endeavor to repair and adjust your frame free of charge for one year starting on the date of your purchase. For customers who purchased their frames elsewhere, we will attempt to adjust or repair your frame at your request, for a fee of \$25 dollars. Also, since we can not stand behind the product of other vendors, any repair or adjustments will be done solely upon the customer accepting and acknowledging that they are responsible for any ensuing damage that may occur while the frame is being repaired or adjusted. You understand that Cal Eye Pros is not responsible or financially liable should your frame or lenses break or be damaged during the repair & adjustment process.

**Manufacture's Frame Warranty:** Most of the frames that Cal Eye Pros sells come with a standard one (1) year warranty from the date of purchase. Manufacture's warranty against defects in materials or workmanship. These warranties limit you to one (1) free replacement of the frame during the warranty period for those types of defects. Please be aware, Manufacture warranties do not cover breakage, abuse or accidental damage of the frame (i.e., sitting on the frame, dog eating the frame, children twisting the frame, etc). Also, no manufacture warranties are available on our Close Out, Clearance or Sale Frames. If you have any questions pertaining to what the warranty is on your specific frame selection, please ask our Opticians.

**Manufacture's Lens Warranty:** Lens Manufactures typically warranty lenses against defects, but not against scratches. In order to use the Manufactures Lens Warranty, you must notify us of the defect within 30 days of dispense.

**Cal Eye Pros Lens Scratch Warranty:** We offer 3 types of Scratch warranties available for you to purchase. **Premium Non-Glare Coatings** that come with two (2) year scratch warranties from the date of purchase. **Standard Non-Glare Coatings** that come with a one (1) year one, (1) time scratch warranty from the date of purchase. And **Scratch Coatings** that comes with a one (1) year one, (1) time scratch warranty from the date of purchase. These warranties cover scratches that occur during normal wear and cleaning of the lenses. These warranties do not cover breakage, accidental damage or abuse of the eyeglasses. All patients are instructed to use *eyeglass safe cleaning spray* and *microfiber cleaning cloth* to clean your eyeglass lenses. If it is determined by the Opticians that the scratches to your lenses occurred during normal wear and cleaning, then Cal Eye Pros will redo these lenses at no charge to you during the applicable warranty period of the product purchased.

**Prescription Errors:** Cal Eye Pros will remake any eyeglasses at no charge to the patient if there is any error from the valid prescription supplied by the patient, or by our Internal Optometrist at the time of the order.

**Progressive Lens – Patient Non-Adapt:** In the event that a patient does not adapt to Progressive Lenses within 30 days of dispense, we will remake the lenses into a standard pair of bifocal or single vision lenses of similar quality at no additional charge to the patient. No refund will be given for the price difference.

**Outside Optical Labs:** Some Insurance Companies require that we use an outside Optical Lab for the manufacturing of your eyeglasses. An Example is: *United Healthcare Vision*, also known as *Spectera Eyecare Network*. Since Cal Eye Pros has no control over these outside labs, these outside labs will solely be responsible for the repair or replacement of your eyeglasses according to their warranty and their return policies and procedures. Cal Eye Pros Policies and warranties are inapplicable when an outside lab is used to manufacture your eyeglasses. Furthermore, given that many of these outside optical labs have very high volumes of orders, we cannot provide you with any guarantee of how long it will take to complete your order and for you to receive your eyeglasses.

**Outside Prescriptions:** Cal Eye Pros will gladly accept outside valid unexpired prescriptions to make your eyeglasses. Within 30 days of dispense, any eyeglasses made by Cal Eye Pros with an outside prescription will be subject to a 50% charge on the cost of the lenses to remake any eyeglasses lenses due to a prescription change. For any change in the doctor's prescription after 30 days from the dispense date, then the patient will be fully responsible for the cost of any new lenses required to fulfill the change in prescription.

**Internal Prescription Changes:** Cal Eye Pros will gladly remake your eyeglasses with new lenses at no cost to you if required as a result of a prescription change directed by one of our Internal Doctors at Cal Eye Pros within 30 days of dispense. Any prescription change directed by one of our Internal Doctors after 30 days of the dispense date, then the patient will be fully responsible for the full cost of any new lenses required to fulfill the change in prescription.

**Eyeglasses or Contact Lenses not picked up timely:** Once your Eyeglasses or Contact Lenses are ready to be picked up, a Cal Eye Pros Optician will call you at the phone number you provided to us. Cal Eye Pros wants you to get the most out of your eyewear, so please make every effort to promptly pick up your eyeglasses or contact lenses. Cal Eye Pros is not financially liable or responsible for eyeglasses or contacts not picked up after 90 days of the original order. *All warranties, credits and applicable refunds are voided if glasses are not picked up within 90 days of the original order date.* Please note that some Insurance Companies offer a 90 day warranty that starts on the day of order which supercedes Cal Eye Pros Policies, so if you do not pick up your eyewear timely and notify us of a problem with your eyewear within 90 days of purchase then all changes to your eyeglasses or contact lenses will be at full cost to you and all warranties, credits or applicable refunds are voided. An example of such an Insurance Company is *United Healthcare Vision*, also known as *Spectera Eyecare Network*. Since Cal Eye Pros has no control over such Insurance Company's warranty policy, and their outside lab policy, then you will solely be responsible for any changes, repairs or replacement of your eyeglasses according to the Lab's warranty and return policies and procedures after 90 days of the date of order.

**Pupillary Distance (PD):** Cal Eye Pros will provide a Pupillary Distance (PD) measurement for patients of the practice with a current prescription, upon request, for a fee of \$15. The Pupillary Distance measurement is used for fitting and measurement of eyeglasses and is performed by our Opticians to insure our patients with their best possible visual outcome. Cal Eye Pros will not be held responsible or financially liable for measurements taken and provided by our Opticians when eyeglasses are purchased outside of our Optical Departments.

**Insurance Company Restrictions:** Some Insurance Companies and their Labs, (including but not limited to: VSP, Eyemed, United Healthcare Vision, also known as Spectera Eyecare Network, Davis, etc) prohibit our generous warranties. If your Insurance and their Lab has a more restrictive warranty, remake or satisfaction guarantee policy, then we must follow their policy. On some plans you may not be allowed to change your frame or lens design once it is ordered. Please understand that Cal Eye Pros must follow your insurance company's policies, and in these cases, we cannot make exceptions or changes.

**Insurance Company Denials:** Cal Eye Pros endeavors to verify your insurance benefits, coverage and eligibility prior to ordering your eyeglasses or contact lenses. We will obtain the necessary authorizations and go over your benefits with you. You must understand that Insurance Companies make their *Final determination once the claim is received and processed.* This means that even though we have made every effort to verify your benefits, coverage, and eligibility, and to obtain a valid authorization, your insurance company may still deny your eyeglasses or contact lens claim. Under those circumstances we will unfortunately have to send you a bill for the eyeglasses or contact lens. It is the patient's responsibility to know their specific coverage, benefits, and eligibility.

**Lab Breakage or Delays:** Accidents happen, even at Lab. Cal Eye Pros is not responsible for lab breakages or delays in your order. We vow to make every effort to get your Optical Order here in a timely fashion, yet we cannot control what happens at the lab. We will not issue refunds, or credits for jobs breakage or delays. The Labs have their own policies regarding this in which we must follow.

**Optical Inspection of Glasses Purchased Elsewhere:** There is a \$25 Fee for Optical Inspection of glasses made elsewhere. Cal Eye Pros Highly Trained Opticians will work with you to try to determine why your glasses are not working adequately. This \$25 Fee includes checking the eyeglasses frame, repair and adjustment of the frame if possible, checking the prescription, the Ocular Center, the Pupillary Distance, Seg Height, the position of the glasses on your face, the tilt of the lenses & many other precise measurements needed to ensure the quality of your vision. This \$25 Fee does not include an RX Re-Check with the doctor. There is NO Fee to have your glasses inspected if you purchased glasses at Cal Eye Pros.

**RX Re-Check with the Optometrist:** There may be an additional fee to see the doctor after your glasses are checked by the Opticians, if an RX Re-Check is warranted. RX Re-Checks for glasses purchased at Cal Eye Pros are typically done at no charge within 90 days of your Complete Vision Exam. After 90 days then a \$49 Refraction Fee will apply, whether you purchased glasses here or not.

**Medical Conditions:** Glasses are not a magical device that creates perfect vision. There are numerous Medical Conditions that affect your vision and cannot be corrected by eyeglasses or contact lenses. Some medical conditions can cause your vision to fluctuate or get worse over time. (I.E. Diabetes, Hypertension, Cataracts, Glaucoma, Dry Eyes, Retinal Detachments, Floater, Macular Degeneration, Uveitis, Dry Eyes, etc.) We do not offer refunds or credits for your eyeglasses or contacts lenses due to vision changes caused by medical conditions. We vow to inform you of your medical conditions that may affect your vision, yet ultimately it is your responsibility to understand your medical conditions. If you are unsure if your medical conditions are affecting your vision, please ask any of our highly trained staff members. We are here to help you and we want you to have the best possible vision. With that said, please also understand that some medical conditions make it impossible for you to see 20/20. We will make every attempt to notify you of such conditions; yet again it is your responsibility to understand your medical conditions. We do not offer refunds when medical conditions prevent you from achieving 20/20 Vision.

**Return Policy:** Cal Eye Pros holds sole discretion to issue any credits or refund. Any approved refunds or credits will be issued in the following format: If you originally paid by Credit Card, then we will refund your Credit Card within 3 weeks of us approving your returned merchandise. If you originally paid with check then we will refund you by mailing you a check within 3 weeks of us approving your returned merchandise. All items must be in flawless resalable condition with the original boxes, cases, accessories and manuals included for any refund to be considered.

**Eye Exam Services or Contact Lens fitting:** No refunds will be given on any Eye Exam/Contact Lens Service provided by the Doctors.

**Non-Prescription Eyeglasses:** Any non-prescription eyeglasses returned within 3 days of the original date of purchase in flawless resalable condition, including the case and all accessories can be returned for store credit only. No refunds will be given whatsoever.

**Prescription Eyeglasses:** Every pair of Eyeglasses ordered from Cal Eye Pros is a custom order, manufactured specifically to meet the choices, fitting and prescription needs of each individual patient. We offer every patient our 30-day Satisfaction Guarantee on any eyeglasses frame purchased at Cal Eye Pros. For prescription lenses, once they are started at our Lab, there is no refund whatsoever on the lenses.

**Contact Lenses:** There are no refunds on Contact Lenses. Contact Lenses may be exchanged if they are in the original unopened, undamaged, unmarked box and the box is in good condition for resale and is returned to us within 30 days of the dispense date. If the boxes are opened, damaged, marked on or the general condition will not permit resale of the product, then no credit will be issued. Opened boxes containing defective contact lenses must be returned within 30 days of the dispense date to be eligible for credit. Any contact lenses not picked up at the office after 90 days of the date of order may be returned to the contact lens distributor and subject to a \$10 per box restocking fee. Please note that shipping charges are non-refundable. For certain custom-made contact lenses, the manufacturer does not permit any returns of the product. In those instances, we will follow the manufacture requirements and guidelines. No refunds will be given because of dissatisfaction with the color of colored contacts. If, however, the doctor decides to discontinue the patient's contact lens use, a credit may be offered by some manufacturers for unopened and unmarked contacts lens boxes, though this is not guaranteed. There will be no refund for professional services associated with contact lenses.