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60-DAY PRESCRIPTION SERVICE GUARANTEE

From the date of your original eye exam we extend to you a courtesy **60-day Prescription Service Guarantee** for your new eyeglass and/or new contact lens prescription accuracy.

Although special care is taken during your exam to ensure that your prescription is as accurate as possible, on occasion your new lens prescription may not feel as comfortable or your vision may not be corrected as clearly as you expected. If you are experiencing difficulty with your new eyewear please observe the following:

For Eye Glasses: 60-day service guarantee from the date of original exam

Return to the optical where purchased to verify lens alignment and Rx manufacturing accuracy, try to adapt for 2 weeks minimum if the lenses are verified as correct by the optician. Schedule a follow-up with your prescribing Optometrist if after 2 weeks you continue to struggle with your eyeglass Rx within the 60-day period.

For Contact Lenses: 60-day service guarantee from the date of original exam

Under most circumstances, trial disposable lenses with your prescription are dispensed before a disposable contact lens Rx is filled (with the exception of color contacts). Please do not open any purchased contact lenses until you try your trial lenses. Any difficulty you have with the courtesy trial lenses should be communicated to the prescribing doctor. **Please DO NOT open any purchased contact lens boxes if you have issues with the provided trial lenses.**

Schedule a follow-up readily with the original prescribing Optometrist to communicate or resolve your issue(s) within the 60-day period.

If procrastinating with the new Rx, or the new Rx for glasses or contacts is not obtained, but months later purchased and found to be problematic, re-exam and/or re-fitting fees apply to analyze why. Please understand that with elapsed time, as well as contributing conditions such as pregnancy, diabetes, dry eyes, cataracts, glaucoma, macular degeneration etc., vision or visual performance may be variable or may change and thus we are unable to extend the eyewear prescription guarantee.

It is therefore incumbent on you to obtain your new eyeglasses in a timely manner (60 days), or try your trial prescription contact lenses, and schedule your complimentary follow-up(s) within 60 days of your exam if you experience any issues related to prescription accuracy, please do not wait until the last minute to attend to your responsibility since multiple visits may be required.

A minimum fee of \$35 to maximum full exam fee applies for re-evaluations outside of the 60-day guarantee period. Fee amount is assessed at the discretion of the doctor and is relative to the nature of the complaint, the labor involved, and the time lapsed.

Note: Red eye/ocular infection-related evaluations are excluded from the 60 day service guarantee and incur independent professional service fees for treatment and management, even if occurring within a new exam or contact lens fitting period.

Signature of Acknowledgment

Printed Name

Date