



At Metro Eyes, we are committed to providing our customers with high-quality eyeglasses and exceptional service. To ensure transparency and clarity, please review our Optical Policies prior to making any purchases.

Valid Prescription Policy:

Metro Eyes will only fill eyeglass prescriptions that meet the following criteria:

- Eyeglass prescriptions must be current and not expired. Metro Eyes will only accept prescriptions within the specified timeframe as determined by relevant local regulations. Prescriptions with an expired date will not be honored.
- The prescription details must be accurate and legible. Any discrepancies or unclear information may result in the rejection of the prescription. The office reserves the right to verify prescription details with the prescribing eye care professional.
- Eyeglass prescriptions must be issued by a licensed and qualified eye care professional. The office reserves the right to confirm the credentials of the prescribing professional to ensure compliance with applicable regulations.
- Prescriptions must be presented in a standardized format recognized by the office and compliant with local regulations. Any non-standard formats may be subject to verification and approval by the office.
- The prescription must include accurate and complete patient information, including but not limited to the patient's full name, date of birth, and relevant contact information. Any missing or incorrect patient information may lead to the rejection of the prescription.
- Changes or adjustments to the prescription, including alterations made by anyone other than the prescribing eye care professional, will not be accepted. Metro Eyes will only dispense eyeglasses based on the original prescription issued by the qualified eye care professional.

Measurements:

In our commitment to ensuring the utmost accuracy and precision in your eyewear, we undertake the responsibility of conducting Pupil Distance (PD) and Segment Height Measurements. These critical measurements are exclusively applied to the design of your lenses when eyeglasses are directly purchased through our internal optical department.

Please be informed that our optical staff is expressly prohibited from providing these measurements for use in procuring eyewear and/or lenses from third-party entities, including online retailers or other external sources. The accuracy of lens designs executed by external parties cannot be guaranteed by our team.



Returns and Cancellations:

We regret to inform our customers that we do not accept returns or order cancellations on eyeglasses once the order has been placed. Due to the personalized nature of prescription eyewear, all eyeglass sales are final. We take utmost care in fulfilling eyeglass orders accurately. Before finalizing your purchase, we encourage you to carefully review your prescription and order details to ensure accuracy. We understand that selecting the right frame and lens is crucial. To assist you in making an informed decision, we provide detailed product descriptions on our website and recommend reviewing these details in addition to consulting with our opticians before making your purchase.

Lens Revision Policies:

At Metro Eyes, we understand that under certain circumstances, individuals may necessitate a lens redo. Our Lens Revision Policies are designed to provide our customers with a seamless process for adjustments and enhancements. Please take note of the following guidelines:

Prescription Lens Revision: Lens revisions for in-office prescriptions are available one time within a 90-day window from the order date. Customers will be promptly notified via phone, text, and/or email once their glasses are ready for pickup. It is the responsibility of the customer/patient to collect their glasses promptly, ensuring usage within the 90-day period. Changes to lens enhancements may be at the customer's expense. Additional enhancements require payment of the difference from the original cost, while fewer enhancements are non-refundable.

Doctor's Re-Do Exam: If you believe the lenses purchased using a prescription from a Metro Eyes provider are inaccurate, our office must be notified within a 90-day window from the order date. Customers who obtained their original prescription from Metro Eyes and find it inadequate may be eligible for a Doctor's Re-Do Exam. This exam, deemed an official "doctor's re-do," is never billed to insurance and is provided free of charge. If the Doctor's Re-Do prescription differs from the original, new lenses with the corrected prescription can be ordered once at no expense to the customer.

For customers using an outside prescription with concerns regarding prescription accuracy, we require the prescribing doctor to re-check the original prescription. The updated prescription must then be presented to our office to be eligible for a redo. We also offer an examination at our facility, however, the exam must be either billed through insurance or paid for out of pocket.

Please note that all lens redos are subject to approval and require the consent of both our head optician and manager.



Warranty:

The warranty for eyeglass purchases is contingent upon the individual manufacturer's policy. It is imperative that customers ascertain whether the manufacturer of their specific frame and model offers a warranty. The terms and conditions of warranties are solely determined by the respective manufacturers at their discretion. All warranties provided by manufacturers are valid for a period of one year from the date of purchase. Kindly refer to the manufacturer's policy for specific details. Metro Eyes cannot guarantee the availability of frames or other inventory on behalf of any manufacturer. Availability is subject to the manufacturer's stock levels and policies. In the event that a new frame or lens replacement is required, customers should be aware that additional fees may apply. These fees are determined based on the specific circumstances and are intended to cover the costs associated with the replacement process.

We encourage our customers to familiarize themselves with the warranty terms provided by the manufacturer of their eyeglass frames. Should you have any questions or require assistance, our dedicated team is available to guide you through the warranty information and address any concerns you may have.

Insurance Benefits:

While our staff is committed to assisting in the interpretation of insurance benefits and eligibility, the responsibility for comprehending insurance policies, benefits, and the determination of in-network status with our facility lies with the customer and/or policyholders.

The staff at Metro Eyes engages in the interpretation of insurance policies exclusively for the purpose of generating estimates. It is crucial to acknowledge that the provided price quotes are formulated from the policyholder's insurance benefits information, intended to establish an estimate of payment. Given the variability in benefits across different plans and changes that may occur from year to year, the final cost of materials is contingent upon the most up-to-date information provided by the insurance company. It is incumbent upon individuals to stay informed about any modifications in their insurance coverage.

Optical Repairs:

Repairs: Metro Eyes offers frame repair services for personal frames on a case-by-case basis. Customers are encouraged to bring in their frames for an assessment with our optical professionals. The feasibility of repairs will be determined based on the extent of damage and the frame's material and construction. Our optical team will provide an evaluation and discuss potential repair options, including estimated costs and turnaround times. Repair and replacement services are subject to fees, and payment is expected upon completion of the service. Metro Eyes reserves the right to refuse repair services for frames deemed beyond reasonable repair.



Customer Approval: By opting for eyewear repair services at Metro Eyes, customers acknowledge the existing damage to their glasses and understand that there is a risk associated with the repair process. Our opticians are committed to doing their best to repair and restore damaged eyewear. However, due to the nature of certain damages, there is a possibility that further damage may occur during the repair process. Customers will be informed of the repair options available, the associated risks, and any potential limitations in restoring the eyewear to its original condition. Metro Eyes holds limited liability for any additional damage that may occur during the repair process. Customers understand that certain factors, including the condition of the eyewear and the materials involved, may contribute to unforeseen outcomes. In situations where the risk of further damage is deemed too high, our opticians may recommend alternative solutions, such as replacement or upgrading the eyewear. Customers will be informed of the recommended repairs and associated costs. Repair services will only proceed upon obtaining the customer's explicit approval.

Payments:

All payments for eyewear, including frames, lenses, contacts, products, and any associated services, must be received in full before dispensation. We accept various payment methods, including credit/debit cards, cash, check, and other approved payment options.

Our dedicated customer service team is available to address any questions or concerns you may have before, during, or after your purchase. Please do not hesitate to contact us at 703-255-1502. By signing below, you acknowledge that you have read and agree to adhere to the terms and conditions of this optical policy.

We appreciate your understanding and trust in choosing Metro Eyes for your eyewear needs.