

METRO EYES

Doctors of Optometry and Ophthalmology

OPTICAL POLICY

Refunds and Cancellations:

Prescription lenses are custom designed to fit the wearer. Considering that lenses are personalized to the wearer with their prescription and desired lens enhancements, lens orders cannot be refunded or cancelled. Although our facility does not offer refunds, we do offer a single lens re-make. Additional details are in the Lens Re-Do Policy. All lens remakes must be approved by the head optician and manager. Additional fees may apply.

Metro Eyes will not issue a refund for frames or lenses if the order has already been placed with the corresponding frame company or lens manufacturing company. The ONLY case in which a lens or frame order may be cancelled is if the customer requests the cancellation BEFORE the order is placed with the frame company or lens manufacturing company. After the order has been placed with its corresponding company, under no circumstances will a cancellation be permitted.

Prescription Re-Do Policy:

If a customer obtains a prescription from Metro Eyes and feels as if their prescription is inadequate, they may be eligible for a new eye exam that is deemed an official "doctor's re-do". A doctor's re-do exam from Metro Eyes is never billed to insurance and always free of charge. This opportunity is solely for customers that obtained their original prescription from Metro Eyes. Should the doctor's re-do prescription differ from the inadequate prescription, the optician may order new lenses with the corrected prescription. In the case that a prescription was inaccurate and new lenses were ordered, there will not be any change in lens enhancements from the original order. If the customer wishes to purchase additional lens enhancements, they must pay the difference from the original cost of their lens. If a customer wishes to have fewer lens enhancements, Metro Eyes can place the order for a new lens with the desired enhancements but the customer **is not eligible for a refund of the difference in cost of having fewer enhancements.** Additional fees may apply.

If a customer feels as if their prescription is inadequate but did not receive their prescription from Metro Eyes, they may be eligible for a lens re-do depending on the circumstances. Prior to a lens re-do the customer must ensure their eye doctor can perform a doctor's re-do exam. Our head optician and manager must approve of a lens re-do with an outside prescription. In the case that a prescription was inaccurate and new lenses were ordered, there will not be any change in lens enhancements from the original order. If the customer wishes to purchase additional lens enhancements, they must pay the difference from the original cost of their lens. If a customer wishes to have fewer lens enhancements, Metro Eyes can place the order for a new lens with the desired enhancements but the customer **is not eligible for a refund of the difference in cost of having fewer enhancements.** Additional fees may apply.

The opportunity to order new lenses with a corrected prescription is only eligible to those that obtain their glasses from our office within a 30-day period from which they were notified that the glasses were ready to pick up. Customers and patients are notified by phone and/or email by our office staff when their glasses are ready. It is the responsibility of the customer/patient to look out for the message notifying them of the completed glasses. If a customer would like a prescription re-do and subsequent lens re-do they must request one within a 30-day period from when they received their glasses from our office and provide supporting documentation of a doctor's re-do exam. Under no circumstances will any customer be eligible for a lens re-do even with a new prescription or doctor's re-do if 60 days have passed since the customer was notified that their glasses were ready.

Lens Re-Do Policy:

If the customer/patient is dissatisfied with the **quality** of the lens, one lens re-make order is permitted only if the Metro Eyes optician is notified within a 30-day period from which the glasses were picked up and no more than 60 days from when the customer was notified that their glasses were ready. After the 30 day period has passed, a lens re-make is not possible. Limitations and exclusions apply to the lens re-do policy.

Warranty:

Metro Eyes has an independent warranty policy that may differ from individual insurance policies. Our facility strictly adheres to our warranty policy and is not responsible for insurance warranty policies. Metro Eyes offers a warranty for eyeglass purchases on a case-by-case basis depending on the manufacturers policy. Some frames and lenses are warranted by their corresponding manufacturer for certain defects or damages; however, Metro Eyes cannot guarantee the availability of frames or other inventory of any manufacturer. Should a new frame or lens be replaced, additional fees may apply.

Insurance Policy:

It is the customer and/or policyholders' responsibility to understand their insurance policy, benefits and whether or not they are in network with our facility. The staff at Metro Eyes interprets insurance policies to give price quotes for lenses and frames. It must be understood that the price quotes are derived from the policyholder's service record form, which is designed to create an estimate of payment. Coverages may vary and ultimately the insurance claim, so long that all data is correct, is the most accurate representation of all insurance coverages.

Personal Frame Policy:

Metro Eyes offers the option to order lenses for an existing frame on a case-by-case basis; Metro Eyes does not assume any responsibility for any damage or breakage during the lens insertion process.

It must be understood that there is always a risk of damage or breakage to the frame during a frame repair. Whether or not the frame is from our facility, Metro Eyes is not responsible for any damage or breakage done to the frame during an adjustment or repair. It is up to the customer's discretion whether or not they would like our optician to repair their frame. Our optician or other staff may deny to repair a frame if they do not feel they could best service the customer.

Payment Policy:

Under no circumstances will glasses be dispensed if the full payment has not been received by Metro Eyes. Additionally, glasses repairs and re-do's need to be paid for in full before the glasses are returned to the customer. Metro Eyes maintains the right to withhold glasses until our services are paid for in full.

I hereby acknowledge that I have read, understand and agree to every Metro Eyes Optical Policy above and that I am responsible for payment of any services rendered by Metro Eyes.

Customer name: _____ Date: _____

Signature of customer or legal guardian: _____

[FRAME REPAIR SECTION]

This section is for Metro Eyes employees only.

I, _____ (employee name), am recording a list of defects or damages that are present on _____ (customer name)'s eyeglasses on _____ (date) before our office takes them into the lab for repair. To my knowledge, all of this information is complete and accurate.

- Chip
- Scratch
- Damaged film or coating
- Bent
- Weakened area
- Other _____