

## RETURN POLICY

### **Professional Services:**

We are confident in our professional services. If a patient is not completely satisfied with an eye exam, please inform the doctor or the office manager and we will work to find a solution.

### **Glasses/Ophthalmic Products:**

Glasses are complex, custom-made medical devices comprised of a set of frames and spectacle lenses. In the event that a patient is not satisfied with the visual acuity obtained with the prescription lenses provided by Mt Hood Eye Care Sandy or Mt Hood Eye Care Gresham, the patient will be asked to return to the office for an appointment of the glasses and, as necessary, a short prescription check with the doctor. We will make every effort to provide glasses that are accurate to the prescribing doctor's instructions.

This process must be initiated within 90 days of the original purchase date. Returns and refunds are considered by the office management on a case-to-case basis.

### **Contact Lens Purchases:**

In case of a prescription change for contact lenses, you may return or exchange unused contact lenses purchased within one year of the original purchase date. Merchandise must be in the original, unopened packaging. All merchandise must be in like-new condition and accompanied by the original receipt.