

We are glad you have chosen Tanglewood Vision Center for you and your family's eye care needs. Our goal is to provide excellent care and service before and after you receive your comprehensive eye exam. Below is a list of our office policies, please read these carefully and let us know if you have any further questions or concerns.

GENERAL:

- **Payment is due at time of service.**
- In the case of non-payment by your insurance carrier, the patient assumes full responsibility for any unpaid balance.
- We accept these forms of payment: Cash, All Major Credit Cards, Personal Checks (which will be run electronically), and Care Credit.
- When providing insurance, exam and materials cannot be refunded or transferred to a different insurance once it has been submitted.

FRAMES AND LENSES:

- **PLEASE SELECT YOUR FRAMES CAREFULLY.** Our labs do not offer warranties for changing frames once prescription lenses are cut for a specific frame. Should you decide, once your glasses are ready, that you wish to change the frame we will exchange the frame. **You will still be responsible for purchasing a second set of lenses for the new frames chosen.** For progressive non-adapt, there will be no refunds but we will be happy to remake them into a different lens design at no additional cost.
- Should you want to exchange or refund your selected eyewear, you will be responsible for any financial expense incurred by Tanglewood Vision Center regarding your order. **It is difficult to cancel an order without incurring some, if not all, of the original expenses.**
- When your glasses are ready for pick-up we will notify you by phone. We ask that you pick up your eyewear within **45 days** of our first notification. Any materials not picked up after 45 days will be returned to stock. **We will not refund any collected fees.**

CONTACT LENSES:

- **If you are interested in contacts please let our office personnel know before the examination as there are additional tests required to determine the fit of contacts.** You will incur a contact lens evaluation fee to renew your contact lens prescription annually.
- When your contacts are ready for pick-up we will contact you by phone. We ask that you pick them up within **30 days** of our first notification. Any materials not picked up after 30 days will be sent back to the manufacturer or restocked. There will be a \$25 restocking fee for any merchandise not picked up (paid or unpaid).
- Tanglewood Vision Center has a trial period (30 days) for contact lenses. Your evaluation fee will cover necessary follow up appointments to determine what lenses will work for you. Should you decide against wearing contacts during the trial period, we can refund any money you may have paid towards boxes, as long as they were either never ordered or are unopened. Professional fees for the evaluation and/or training of contact lenses will not be refunded.

Please sign below to indicate that you have read and understood the above policies.

Patient/Parent or Guardian Signature

Date