

Patient Office Policies

- Returned Check Fee--A fee of \$35 will be charged for any check returned.
- Full Payment Required--Full payment is required for services rendered (this includes copays and any amounts applied to a deductible) and prior to ordering any materials, such as frames, lenses or contact lenses.
- Patient's Own Frame Adjustments Policy--We offer complimentary frame adjustments; we are not responsible should the frame break during adjustment
- Patient's Own Frame New Lens Policy--We will gladly reuse your own frame if the frame is suitable to have new lenses. The optician will inspect the frame and has the right to decline reuse of the frame. TSO Bastrop will not be responsible for damage, breakage or loss of your frame.
- Return/Refund Policy--Since your prescription lenses are custom made for your eyes only, we are not able to refund the entire cost if you decide to cancel or return them. There will be a 30% return fee taken from the cost of the lenses if returned or cancelled.
- Glass Lens Waiver--Duty to Warn--Proper selection and use of eyewear is critical to your eye safety. If your occupational, sports, or other activities expose you to the risk of flying objects or physical impact, your eye safety may require the use of special spectacle lens materials. For tasks which require impact protection, polycarbonate lenses should be used. Of all materials that spectacle lenses may be fabricated from, polycarbonate and trivex lenses are the most impact resistant.
- CL Open Box Policy--Open CL boxes cannot be returned for credit.
- Routine Exam--Patients who present with a medical condition that prevents an accurate prescription, will be required to schedule a follow up visit after the condition has resolved.
- Cancellation Policy--We understand that things can come up from time to time, however, habitual last minute cancellations and "no-showing" for appointments will require a \$25 deposit to hold your appointment.
- Maximum Two Family Member Policy--We limit the number of family members per day to two appointments.
- Proof of Insurance Policy--It is the patient's responsibility to present any medical or vision benefits at the time of the visit. We will provide a detailed receipt that can be submitted by the patient after-the-fact.