

Patient Bill of Rights

Thank you for choosing Vision Source to care for your vision! Our goal is to provide comprehensive eye exams with quality care, service, and professionalism, before, during, and after your exam.. Please read OFFICE POLICIES carefully and let us know if you have any questions or concerns.

General

- ❖ **Payment is due at time of service.**
- ❖ **Glasses or contacts will NOT be ordered until payment is made in FULL. In the case of non-payment by your insurance carrier, the patient assumes full responsibility for any unpaid balance.**
- ❖ We accept all major credit cards, cash, and checks with proper identification.
- ❖ Eye exam, special testing, contact lens fitting, materials including glasses and contact lens, are NONREFUNDABLE. ❖ After your vision and/or medical insurance has been billed and submitted; the fees and payments cannot be refunded or transferred to another insurance.
- ❖ I give Diane Yu Davis permission to contact me by Text/Email which will contain personal and private information **Glasses (Including Frames and Lenses)**
- ❖ Please select your frame carefully. Once the prescription lenses are cut for your selected frame, you will be responsible for frame-change and lens-cutting expenses.
- ❖ If you decide to purchase new lenses for your own, older frames, you do so **AT YOUR OWN RISK**. Our office will not refund or replace your used frames should any damage or breakage occur.
- ❖ You have **30 days** from the time of pick-up to report any problems with the prescription, such as **blurred vision, non-adaptation, etc.** After 30 days, if you report any vision problems with your prescription, you will be charged **an office visit fee**.
- ❖ Should you want to exchange or refund your selected eyewear, you will be responsible for any financial expenses incurred by Vision Source regarding your order. It is difficult to cancel an order without incurring some, if not all, of the original charges. ❖ When your glasses are ready for pick-up, we will contact you via text message. We ask that you pick them up within 90 days of our first notification. **Any materials not picked up after 90 days will be returned to stock.**
- ❖ Most Frames have a 1 year warranty that covers manufacturer defects. This warranty does not extend to damage due to frame negligence. Lenses purchased without a scratch warranty will be replaced at your expense if damages to the lenses occur. There is a **\$35 processing fee** per frame and pair of lenses replaced under warranty.
- ❖ Standard plastic and glass lenses can shatter in a high impact situation and cause damage to your eyes and face. Polycarbonate lenses are recommended for active patients and children under 18 years of age. If you decline polycarbonate lenses, our office will not be held responsible for any damage to the eye due to breakage or shattering.

Contact Lenses

- ❖ Trial lenses are dispensed to ensure that the contact lenses are the right fit for the patient. **It is important to inform the doctors of any discomfort or problems within 60 days or you will be charged for an office visit.** Once boxes of contact lenses are dispensed, contact lenses will only be exchanged if the boxes of lenses are **returned unopened, undamaged, unexpired or close to expiration.**
- ❖ When your contact lenses are ready for pick-up, we will contact you by phone. We ask that you pick them up within 90 days of our first notification. **Any materials not picked up after 90 days will be returned to stock. We will not refund any collected fees.**