

# The Optical Shop OF WA, INC.

Dolores Fraire, OD

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## General Office Policy

- All services shall be paid at the time of service.
- 50% down is required on all materials for an order to be placed. The exception to this rule is HMO insurance, all co-pays must be paid in advance (i.e., VSP).
- The remaining balance for materials is required at the time of pick-up.
- Any changes or adaptation issues regarding the doctor's exam must be addressed within 60 days of the original exam. Appointments requested with the doctor after 60 days will involve an office visit charge.

## Contact Lens Policy

- Contact lens evaluation, measurements, follow up, and insertion and removal training involve an additional fee and is not a part of your routine eye exam.
- If a contact lens fitting is unsuccessful, you will still be charged for the fitting but will not be obligated to purchase any contact lens supply.
- Contact lens prescriptions must be completed within 6 months of the eye exam according to Washington State Law (WAC 246-852-020).
- The doctor must physically check the fit of the contact lenses and the vision through the lenses in order to release or refill the contact prescription.
- You must return within 30 days of the date of the diagnostic contact lens dispense for a follow-up. If you return later than 30 days, you will be charged for an office visit in order to finalize the contact lens prescription. Your final prescription must be completed within 60 days from the dispense date.
- No more than 3 diagnostic lenses per eye may be used to achieve an acceptable fit.
- Contact lenses left in our office longer than 60 days after being ordered will be restocked and a \$10 restocking fee will be charged to your account. (Not all lenses can be restocked. Some are custom-made and/or non returnable)
- To insure good eye health, the doctor may write your contact prescription with a one year expiration.

## Glasses Policy

- Frame sales are FINAL.
- Lenses are **custom made** and otherwise **non-refundable**. If necessary, one prescription change must be completed within 60 days of the eyewear pickup date.
- Insurance benefits will not be refunded or reversed. Lens downgrades will not be refunded. In the event of a lens upgrade, you will only be charged the additional difference within your 60 day lens guarantee.
- We are NOT providers for post-surgical (cataract) glasses with Medicare.
- If glasses have not been picked up within 60 days after being ordered, the frames will be restocked. However, the lenses will still be your financial responsibility.

Our difference is **SERVICE, QUALITY, ACCURACY, and EXPERIENCE**. We always take the time to adjust each patient's frame carefully and skillfully. We thoroughly check each job that arrives from the lab.

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Signature of Patient, Guardian or Parent (if a minor)

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Date