

CONTACT LENS POLICIES AND FEES

(Effective 1/1/2015)

Contact lens fees are based on the level of complexity and amount of time that the services are expected to take. These services fall into 4 categories. The category will be assigned, by the doctor, on a case by case basis after assessing your situation and discussing the plan for your specific needs. Fees for contact lens services are based on expected time required and are not refundable. If you do not return for your contact lens follow-ups, we cannot complete your contact lens Rx. We will notify you so that this can be taken care of as soon as possible. If we do not hear from you within 60 days of the trial lens dispense date and your insurance is on hold for contacts, we will file with your vision plan for our services (exam and fitting).

Level 1 (REFIT)

(Changing brands or type of lens)

Includes initial tear fluid and cornea evaluation, evaluation of contact lens function and follow-up visits for up to 30 days after the initial visit. Does not include training on insertion and removal of lenses. \$45.00

Level 2 (ROUTINE)

Includes initial tear fluid and cornea evaluation, evaluation of contact lens function and follow-up visits for up to 60 days after the initial visit. \$75.00

Level 3 (COMPLEX)

(Astigmatism or Bifocal lens fitting)

Includes initial tear fluid and cornea evaluation, evaluation of contact lens function and follow-up visits for up to 90days after the initial visit. \$105.00

Level 4 (CUSTOM)

(Hybrid or Custom lenses)

Includes initial tear fluid and cornea evaluation, evaluation of contact lens function and follow-up visits for up to 120days after the initial visit. \$135.00

WARRANTY AND EXCHANGE POLICY

1. Multipack lenses may be exchanged for product of equivalent value for 6 months after the date of dispense as long as the boxes are unopened and are at least 24 months from the expiration date listed on the box.
2. If lenses are returned for credit, and were paid for using insurance, we will refund the insurance company and ask them to reinstate your benefits.
3. **Tinted contact lenses may not be returned or exchanged.**
4. Custom lenses may be returned within 60 days if they are defective or the doctor changes the Rx. Rigid lenses have a 30 day warranty against defects.

We hope this explains our policies and clears up any confusion. If you have questions please feel free to ask the doctor or manager.

PVC Staff and Management