

BELLBROOK VISION CENTER



SPRINGBORO EYE CARE

OPTICAL POLICIES & WAIVER FORM

Dispensing of Prescription Eyewear

*** Prescription eyewear / glasses / contact lenses are a medical device.*** Springboro Eye Care and Bellbrook Vision Center cannot dispense a pair of glasses without the patient present. Frames must be adjusted and fit to the patient, in addition to instruction on proper use is sometimes indicated (Ex: progressive lenses).

Returns/Refunds/Damage to Prescription Eyewear

Every pair of eyeglasses ordered from Springboro Eye Care and Bellbrook Vision Center are custom-made. Therefore, it is not our policy to accept returns on any product that has been ordered /used. We are happy to service all of our products and back up with a warranty for quality and workmanship from the manufacturer. Warranties cover against manufacturer's defects under normal wearing conditions and do not cover for accidental breakage, abuse, or loss. Warranties are in effect only for the duration offered by the manufacturer.

Re-use of an old frame/ Limitations on Liability

SEC and BVC cannot be responsible for breakage when we reuse a patient's old frame to manufacture and insert new lenses. We will use the utmost care if we accept a patient's frame, but in a small percentage of cases the frame parts or material will be worn or brittle to the point that it will not support a new lens. Older frames are usually discontinued by the manufacturer and replacement parts are generally not available. If a patient's frame breaks during our handling, the purchase of a new frame is the patient's expense. It is at the discretion of the optician if a frame can be reused. Additionally, we are not responsible for lost, broken, or damaged frames or lenses by the lab.

Insurance Frames/ "Where are my glasses?"

SEC and BVC are not responsible for frames that are lost or damaged by these insurance sponsored labs. In these cases, the lab will be responsible for the replacement or the repair of your eyewear. There are no exchanges or returns under any circumstances on jobs done by any of these insurance sponsored labs. There is often a delay due to the high volume of glasses that these labs make, unfortunately we

have no control over these delays. We will work to keep you informed on your order; if you are unsatisfied, please take it upon yourself to call their laboratory directly to check on your order.

Eyeglasses Prescription Change(s)

For prescriptions written by other doctor(s): Eyeglass lenses will be remade one time at no charge if the prescribing doctor provides a new prescription in writing within 30 days of dispensing. Rx changes after one free remake or after 30 days will be charged the usual lens price.

For prescription by Doctor(s) at Springboro Eye Care and Bellbrook Vision Center: An office visit to recheck the prescription will be provided and new lenses will be made at no charge within 30 days of dispensing. Recheck visits after 30 days will be charged the usual fee for a brief exam.

If a Springboro Eye Care or Bellbrook Vision Center prescription is filled elsewhere: If/when an Rx change is needed, we will not be responsible for any charges incurred. Most reputable optical dispensaries allow doctor Rx changes at no charge, but this is up to the patient to inquire about such policies in advance of purchase.

Progressive Lens Non-Adapt Policy

All Progressive addition lenses have a slight optical distortion in the outer portions of the lens, which can make some objects appear bowed or curved, or can cause a feeling of motion when the head is turned. The reading zone of progressive lenses is wide enough for most purposes, but it may appear narrower than other bifocal styles. If you cannot adapt to the progressive addition lenses, we will make new lenses in any other design that you wish, within 30 days of dispensing, at no charge. Since the original lenses were a custom prescription item, there are no refunds of the difference in cost if the remade pair is of lesser value.

Non-SEC/BVC Product Adjustments

We can provide adjustments at the patients request, but there is a risk. If the product accidentally breaks, Springboro Eye Care and Bellbrook Vision Center are not liable. It is up to the optician's discretion on what is able to be adjusted. Patients can always return to the place of service/purchase in troubleshooting a frame as well.

Patient Signature: _____ Date: _____

Signature of Parent/Guardian (if applicable): _____