

Office Policies - Effective 1/6/2023

PRESCRIPTION EYEWEAR IS CUSTOM-MADE FOR YOU. ONCE ORDERS ARE PLACED THEY CANNOT BE CANCELED.
NO REFUNDS ON PRESCRIPTION EYEWEAR ORDERS WILL BE GIVEN.

****Any prescription changes must be within 45 days of original order.****

The normal turnaround time for prescription eyewear is 7-14 business days.

Depending on insurance labs, material availability or holidays this time may vary.

ALL prescription eyewear and contacts lens orders must be paid for before order is placed. This includes any applicable copays.

ALL COPAYS AND/OR PAYMENTS ARE DUE AT TIME SERVICES ARE RENDERED.

****If you need to know what your copays or out of pocket expenses are, we are happy to provide that information before your scheduled appointment. Please contact our office for that information.**

NO-SHOW/ LATE POLICIES EFFECTIVE 1/6/23

If you are more than 15 minutes late to a scheduled appointment, you will be rescheduled.

If you have a CONFIRMED appointment and it is NO-SHOWED, you will be allowed to reschedule one more time.

If you have more than 3 NO-SHOWS or 2 NO-SHOWS for CONFIRMED appointments, you will NOT be rescheduled.

Please call/contact our office at least 24 hours if you need to cancel or reschedule an appointment.

***We are no longer requiring masks. However, if you feel unwell, have been diagnosed with an illness or have known exposure to COVID-19, we ask that you reschedule your appointment to a later date. ***