

ANTIETAM EYE ASSOCIATES PATIENT AND OPTICAL POLICIES

Welcome to Antietam Eye. We are pleased to have you as our patient. We pledge to you quality eye and optical care. We do have a few standard polices that we would like you to review.

Office Policies

1. Please give 24 hour notice if you cannot make your appointment. If you have to reschedule more than 2 times or you do not call us within 24 hours to change your appointment, your exam fee will be billed to you at our discretion.
2. Please be aware of your insurance coverage for medical and vision. You are required to present your cards at the time of your appointment. Please let us know in advance if you have separate vision plan.
3. Refraction fees are often not covered by medical insurance and refraction fees are NOT covered by Medicare. This is a separate fee that is your responsibility if your insurance denies it. Refraction is a service that determines your glasses and/ or contact lens prescription. If do not wish to have this service, please notify the technician.
4. Copays are due at the time of service, a \$10.00 charge will be added to your account if the copay is NOT paid at the time of service.

Optical Policies

1. If you need to cancel your glasses or contact lens order once it has been placed, you must do so before the end of the next business day. If you cancel after the next business day, you are subject to 25% restocking fee of your total purchase.
2. Please inform us of vision plans that covers spectacle glasses or contacts lens at the time of order. If you discover you have vision coverage please notify us immediately, as it can only be billed one month from the date of the order.
3. We do not cover lost or stolen items.
4. NON Vision plan Warranties -\$10.00 co-pay for each use of this service
Lens Warranty -
 - a. House AR: 1 year, one time warranty
 - b. Factory Scratch: 1 year, one time warranty
 - c. Crizal: 2 year, one time warranty
 - d. TD2: 2 year, 2 time warrantyFrame Warranty-
 - e. All non-insurance frames are covered under a manufacturer defect warranty. See an optician for details. The warranty does not include abuse or neglect.
5. Vision Plans offer the option to purchase a warranty for 1 year, 1 time lens and/or frame replacement at a cost of \$20.00 that must be paid at the time of pick-up of original order.
6. Frame Exchange

If you are unsatisfied with your choice of frame, we offer a onetime courtesy exchange within 30 days of picking up your glasses. A restocking fee of \$30.00 will be charged for this service.

7. Lens Remake

- a. Lenses will be remade at no charge one time after you picking up your glasses. You have 45 days for this service from the date of dispensed. This includes prescription changes, no-adapt or frame changes ONLY.
- b. Non-adapt to a progressive bifocal will be remade to either distance and reading pair or a line bifocal at no charge. There will be no refund for this courtesy.
- c. Any upgrades or additions to the lenses will be added at usual and costumery price.

8. Refund

A refund or prorated refund, depending on the products condition will be given up to 45 days from day of dispense, and will require a 25% restocking fee. Fees can increase depending on vision insurance, labs, etc.

Contact Lens Exam Policies

1. All fees include Contact Lens instruction and trial** pair of contacts and a follow up visit (if the visit is solely related to the contact lens fit).
 - a. \$25; Contact Assessment yearly with only prescription changes
 - b. \$70; new sphere soft or RGP, established wearers that need to be refit
 - c. \$120; Complex toric/ bi-focal/ mono vision
 - d. Specialty for Keratoconus /Scleral fits per patient BASIS

**RGP lenses are ordered under warranty and will are paid for at time of dispense.