



Village**EyeCare**, LLC

## **Policy and Warranty Information**

# **Contact Lenses**

### **Prescription Expiration: One Year**

We write Contact Lens prescriptions with an expiration of one (1) years in most cases. Rarely are contact lens prescriptions written for a longer period of time. We can fill a prescription within this period as long as the order isn't for more boxes than a year's worth of wear. Contact lens prescriptions are for a shorter period of time because the contact lens is in direct contact with the eye and may cause changes on a microscopic level which could lead to ocular health issues. In most cases, insurance will cover a yearly exam.

### **Back-up Glasses**

Eyes need a break from contact lens wear. It's recommended to have a few hours every day of open eye time without the contact lens on. Plus, there will be days when contacts cannot be tolerated and glasses will be required: eye infections, allergy, ran out of contacts.

### **Fitting / Evaluation Process & Fees**

In most cases, we start with diagnostic/trial contact lenses. These lenses are the same as the lenses that will later be purchased. If they don't provide clear vision or are not comfortable, then the lenses in the retail boxes will not work either. When needed, trial lenses are included in the evaluation fee. Gas permeable contact lenses do not have trial lenses available because they are custom ground-to-order and require purchase up front.

Contact lens fitting/evaluations include one month of follow-up care related to the contact lenses. It is the patient's responsibility to schedule all necessary follow-up appointments in a timely manner. We will make allowances for delays resulting from back-ordered trial lenses.

Most contact lens manufacturers supply us with sample lenses to use in the fitting/evaluation process. These lenses are not for sale, but may have associated shipping & handling charges. After the doctor has written a final prescription, it is expected that patients will purchase retail boxes for everyday wear and not rely on samples. We can sometimes get an additional pair for patients who are out of lenses and need something to tide them over until their annual exam.

***Contact lens prescriptions are not final until the doctor has evaluated the lenses on the eye.***

The fitting/evaluation process will be different for every patient. Our fees are set based on how many visits the doctor feels the process will take. Fees for services are non-refundable, but may be prorated if the

patient elects to discontinue the process early.

### **Insurance Benefits**

Many insurance companies do not pay for contact lens services even if they have a hardware benefit. Those that do, usually include the services as part of the benefit towards the lenses themselves. With the rare exception, most insurances offer either a benefit for glasses or contact lenses. Rarely is the hardware benefit enough to cover an annual supply of contact lenses; most patients will have an out-of-pocket expense.

### **Torn or Lost Contact Lenses**

We do not warranty lenses against loss or damage. In some cases we can supply a replacement soft lens from our diagnostic fitting set. Modern soft contact lenses are very durable and rarely tear. If tearing or damage is a consistent problem, a review of handling and cleaning procedures should be evaluated to help prevent future issues. Diagnostic lenses are not available for gas permeable prescriptions.

### **Returns & Exchanges**

We can return or exchange most soft contact lenses in factory sealed/unopened, unmarked boxes that have at least a year left on their expiration date. In most cases there is a 15% restocking fee. Gas permeable contact lenses are custom cut and may not be returnable.