



Buying contact lenses? Purchase terms and conditions

Because contact lenses are customized for each person, we've established some guidelines for obtaining them from BayCare Clinic Eye Specialists.

How often must my lenses and eyes be evaluated?

People who wear contact lenses should have a contact lens evaluation every year. They also should have a complete eye exam every year or every two years as recommended by their eye care professional.

Will I be charged for follow-up visits?

If you are fitted with contact lenses and have paid a fitting fee, you will get free follow-up visits throughout the 45-day trial period.

People who order replacement contact lenses will get one free follow-up visit to check the new contact lenses. Any evaluation or other office visit beyond the original fitting date will be billed.

What is the billing policy?

Contact lenses must be paid in full at the time of service. Although insurance information will be collected on the day of the evaluation, most insurance companies don't cover these expenses. Exams, office visits and evaluations will be billed to insurance if applicable.

The cost of the contact lens evaluation, contact lenses and contact lens follow-up visits are separate charges from the medical eye exam with your doctor.

Are refunds available?

Refunds are available if you are fitted for contact lenses and are charged a fitting fee and a material fee. If you are not satisfied with your contact lenses, we will refund the material fee within 45 days. There are no refunds on professional fees or replacement contact lenses.

Can I take my prescription elsewhere?

If contact lenses have been fitted by the BayCare Clinic Eye Specialists, and you have returned to verify the lenses fit, the contact lens prescription can be released to you or to a licensed practitioner. If you have not returned to verify the lens fit, the prescription will not be released. The contact lens prescription is valid for one year from the final lens fitting.