

EYEWEAR PATIENT INFORMATION

Payment/Billing

Insurance information will be collected on the day of your evaluation. Upon ordering your glasses, a deposit of 50% of the estimated amount you will owe (after insurance if you have insurance coverage) is required. Office visits will be billed to insurance if applicable. The balance is due when you pick up your new glasses.

Warranty Replacement

Eyeglass frames and lenses covered under manufacturer's breakage or scratch warranty which includes a one-time replacement for the warranted product that is valid up to one year from date of purchase. This is not an unlimited replacement policy. The lenses will be replaced with the original prescription and lens type.

Refund Policy

Any eyeglass purchases may be returned within 60 days from the date of purchase for a full refund of the purchase price. Frames must be in like-new condition to be accepted for refund. No refunds will be issued after 60 days.

Re-Style

In the event you are unhappy with your frame style selection, we offer a one-time, 30-day exchange for the frames style, and we will place the lenses in the new frames free of charge. You will be charged or credited for any difference in the cost of the new frames.

New Progressive (No-Line) Lenses

If you are newly fit with progressive lenses, it may take some time to adjust to the new type of lenses. You have up to 60 days from date of order to wear your new progressive lenses. If you are not comfortable with the progressive lenses, we will refit you into a single vision, bifocal, or trifocal design at no additional charge, however NO refund will be issued for decreased price differences.

Prescription Changes

If your prescription changes within six months of ordering your eyeglasses from our optical department, the lenses will be updated to your new prescription at no additional charge to you.

Previously Worn Frames

Placing new lenses in your current or old frames will be done at your risk. We use great care in the fabrication process, but breakage can and does occur. BayCare Clinic Eye Specialists is NOT responsible for breakage of your current or old frames.