

EYE *deals* OPTOMETRY

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Welcome to Our Practice

We would like to thank you for allowing us to treat you as a patient. We are pleased to meet any optical needs you or your family have. We will **always** do our best to give you the most up to date and professional care available. To avoid any confusion, we have listed below some of our office policies and procedures.

- As a courtesy EYEdeals Optometry will file your claim with your insurance company. Your deductible and co-pay or any portion not covered by your insurance company is due at the time of service. For those patients without insurance coverage, **you will be responsible for your payment in full on the day of treatment.**
- Broken appointments are very costly and inconvenient. Please inform us at least forty-eight(48) hours in advance if you are unable to keep your appointment. Any non-confirmed appointment may be rescheduled.
- If you have Medicaid, you must have your current Medicaid card with you. Also, if you are twenty-one years of age or older you are responsible for the co-pay. If you do not have a current card we reserve the right to reschedule your appointment.
- If you are more than fifteen(15) minutes late for your appointment, you may be rescheduled for a later time or another day. This will be considered a broken appointment.
- You are responsible to pay the cost of collecting any debt owed on your account.
- Prescription eyewear is custom ordered for each individual and therefore non-refundable. There is no money refunded for services or products and orders cannot be cancelled for any reason once they have been placed.
- Orders must be picked up within sixty (60) days or deposit will be forfeited. A deposit is required when placing all orders.
- Our frames are warranted against manufacturers defects for a period of one (1) year. Frames that are damaged are not warranted and will be replaced at 50% off for a period of one (1) year.
- Our lenses are scratch resistant. These lenses are not warranted against scratching. Our lenses with antireflective technology come with a one (1) year unconditional warranty. These lenses will be replaced at no charge one (1) time during the warranty period.

Your cooperation is greatly appreciated in this matter. If you have any questions, please feel free to ask our staff.