

La Porte Vision Center Office Policy

Eyeglass Prescriptions:

- La Porte Vision Center is committed to providing each patient with the highest quality eyewear to provide the best possible vision. Due to the custom nature of eyeglasses, all prescription frame and sunglass sales are final: No refunds will be given. Payment in full is expected at the time services are rendered and/or optical purchases are made, and no refunds will be made for any services provided by our office.
- Regarding problems with eyeglass prescriptions that we fill which were written by a doctor here at La Porte Vision Center, the eyewear will be inspected to verify that they are fit appropriately and will be adjusted as necessary. If, within 90 days of the initial eye exam, the doctor or staff believes that an additional office visit is necessary to recheck the prescription, this additional visit will be scheduled at no additional charge. If at the time, it is determined that new lenses are necessary, they will be changed at no additional charge. Re-check visits and/or new lenses after 90 days will be charged the usual fees.
- Regarding external prescriptions filled by us, if a new prescription is needed, we will remake the lenses with the updated prescription (obtained by the prescribing doctor) ONE time within 90 days of original purchase. Any additional remakes will be at the usual charges.
- Regarding adaptation problems related to progressive lenses, we will remake the lenses into either a lined bifocal or single vision lenses at no additional fee. No refunds will be issued for any cost differences between the two styles of lenses.
- For all lenses – any options that are on the original lenses that are not wanted on the remake will NOT be refunded.
- For prescriptions written by La Porte Vision Center that are filled elsewhere, if a lens prescription change is needed after eyewear is made, the new prescription will be provided at no charge within 90 days of the exam. In this situation we will not be responsible for any lens or frame charges incurred. Most reputable optical dispensaries allow doctor Rx changes at no charge, but it is up to the patient to inquire about such policies in advance of purchase.

Frames:

- Frames purchased at La Porte Vision Center have a one year manufacturer defect warranty. Normal wear and tear, damage by accident or loss are not covered by the warranty. We reserve the right to inspect and determine if the frames can be replaced under warranty.
- The utmost care will be taken in the handling of patients' own frame(s), but due to the fact that the frame is not new or new but not purchased at La Porte Vision Center, La Porte Vision Center will not be responsible for any damage that might occur.

Lenses:

- Lenses with Premium Anti-reflective (AR) coatings have a 1-year warranty against coating defects and/or scratches, and can be remade 2 times within the 1 year period for a scratch warranty at no charge. We reserve the right to inspect and determine if the lenses can be replaced under warranty.

Contact Lenses:

- Only boxes that are unopened in resalable condition - free of any markings, dents, or damages will be exchanged or refunded.

Contact Lens Exams:

- Are to be completed within 3 months of the comprehensive exam. There may be additional office visit charges if the patient fails to come back for their follow-up appointment(s) to finalize their prescription.

We are not responsible for glasses or contacts that are not picked up within 90 days. Payments or deposits will NOT be refunded.

Any other unusual circumstances that are not mentioned above will be handled on a case by case basis.