



Satisfaction Policy

Prescription Eyewear:

Every pair of eyeglasses ordered from Martin Eyecare is custom made to order. Therefore Martin Eyecare cannot refund any products that are not resalable or returnable to the manufacturer. We are happy to service our products, and guarantee their quality and workmanship. Martin Eyecare provides a limited warranty that protects against manufacturing defects in products associated with normal wearing conditions. Accidental breakage, abuse, or loss are not covered by this warranty. Warranties are only in effect for the duration offered by the manufacturer, are not extendable, and begin at the time of the order. There is a \$25 charge to replace frames under warranty. Patients are able to replace lenses in their own frame (as long as the frame is in good condition), but Martin Eyecare **WILL NOT BE RESPONSIBLE** to replace a patient's own frame if it is lost, damaged, broken, etc. in this process.

Doctors Changes and Non-Adapts:

Martin Eyecare will honor a one-time prescription change made by the Doctor up to 30 days following the original dispense date. Subsequent changes will incur additional charges. In the event that a patient does not adapt to prescription Progressive lenses within 30 days of the original dispense date, Martin Eyecare will remake the glasses (one time only) into a standard bifocal or single vision lens at no additional charge to the patient. **No refund** will be given for the price difference in materials.

Contact Lenses:

Many disposable contact or planned replacement contact lenses are eligible for a refund (minus a restocking fee) or credit if returned within 30 days of the original dispense date. The boxes must be unopened and in a resalable condition.

Most RGP contact lenses have a 30 day warranty from the original dispense date and are returnable for a refund (minus a restocking fee) or credit.

Contact Lens Follow-Up Exams:

Contact lens examinations include a 30 day follow up period. It is the responsibility of the patient to keep all contact lens follow-up appointments with their Martin Eyecare provider. If a patient misses or fails to keep such appointments, additional exam fees will be incurred.

Warranty Limitations:

Please note Warranties are available only as the manufacturer policies permit. Martin Eyecare and its providers do not have the ability to make exceptions or changes.

Signature: _____ **Date:** _____

Print Name: _____

