

WELCOME TO THE  
EYE CLINIC OF QUITMAN

# Optical Payment Policy

Effective May 18, 2018

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Due to numerous unpaid balances, the Eye Clinic of Quitman Optical Department is implementing the following payment policies on any and all purchases made. See below for details:

***Patients with eligible vision insurance including materials coverage:***

- Your eligibility will be run to determine if you have any materials benefits remaining for the year and to determine the amount of your benefit allowance remaining.
- If you choose any eyewear or contact lens options that are considered not medically necessary (*i.e., some tints, progressive lenses, transition lenses, color contact lenses, etc*), your insurance will not cover the cost and the balance will be due by you at the time of pick out and purchase of your eyewear or contact lenses.
- Your insurance will be filed at your request and this will exhaust any eyewear and contact lens benefit allowance for the year.
- Any co-payment, deductible, allowance overages, and not medically necessary options will be due, payable by you, prior to the order being placed and billed to your insurance company.

***Notice for all patients, with or without insurance:***

- Glasses or contact lenses can only be picked up or mailed (*with additional shipping fee*) when the balance has been paid in full.
- If your glasses are not picked up within 90 days, the lenses will be discarded and the frame will be put back into stock. A \$10.00 restocking fee will be applied to your account.
- If your contact lenses are not picked up within 90 days, the contact lenses will be put back into stock. A \$10.00 restocking fee will be applied to your account.
- Prescription eyewear orders can be canceled once the lenses have been generated but will be subject to a 50% cancellation charge.
- Refunds and exchanges may be granted on new condition prescription eyewear, but may be subject to a 50% cancellation charge on lenses, applicable edging fee, and restocking fee of \$10.00 on new condition frames. This will result in the loss of your scratch warranty.
- Refunds and exchanges may be granted on new, unopened, and unexpired boxes of contact lenses purchased in our optical department with a \$10.00 restocking fee.

***There are absolutely no exceptions to the above policies unless prior arrangements have been made. If you have any questions or concerns, please discuss them with your optician prior to finalizing your order. Finalizing your order means you have read, understood, and agree to these policies. Thank you for choosing us for your eyewear needs!***

***Thank you for choosing our office!***