

West Point Vision Care Return Policies

Please Read Carefully & Sign Acknowledgment

EXAM & SERVICE FEES: Exam Fees are due at the time of service. Since this is a professional service being rendered, exam fees are **NON-REFUNDABLE**. One free follow-up visit is provided within **30 DAYS FROM EXAM DATE**, after which an office visit fee will be charged for any subsequent visits. Fees for other types of office visits and services (ex. contact lens teaching, glasses repair, etc.) are also due at the time of service and are non-refundable.

GLASSES: Glasses purchases are **NON-REFUNDABLE** and all glasses sales are **FINAL**. Once glasses leave the West Point Vision Care premises, they **CANNOT** be resold. In the event of an error in the glasses order or a manufacturing defect, glasses may be brought back to us **within 30 days from the date of pickup/disbursement** for a **one-time remake or even exchange** at no additional cost. **FRAMES:** Exchange may be in the form of an even exchange of the same frame if available or a different pair of frames (of equal value to the original) depending on inventory availability. **REFUNDS:** A refund on glasses purchases may only be given if an order is cancelled **BEFORE** it has been submitted to the lab. Once lab processing on a glasses order has been submitted and started, **NO REFUNDS** are available on a glasses purchase. If you are unsure about the prescription or frames you have chosen, we are happy to hold the glasses order for you for up to 2 weeks before submitting it to the lab to give you time to finalize your decision.

PRESCRIPTION CHANGES: Glasses: In the event that the doctor must make a change to the original prescription of the glasses lenses, **ONE REMAKE** will be provided within **30 DAYS** of receipt/disbursement of the original glasses order. Depending on the lab used, a prescription change fee may be assessed for remaking the lenses.

CONTACT LENSES: Refunds may only be given on a new, **UNOPENED** box of contact lenses. If the box has been opened, the contacts **CANNOT** be returned and the purchase is **NON-REFUNDABLE**. This is due to the fact that contact lenses are medical devices and cannot be resold or redistributed once opened. A **restocking fee of \$8.50** will be applied to all returned contact lens orders to cover shipping and processing costs. Contact lens orders will not be submitted until you have worn your trial lenses and any prescription adjustments have been made and finalized. Once a contact lens order has been submitted it cannot be changed and should it be cancelled you would be subject to a restocking fee and additional shipping charges for a new order.

WARRANTIES: WPVC will honor any Manufacturer Warranty provided with glasses or lenses ordered from our store up to the time limit specified by the warranty.

I understand and agree to the WPVC Return Policies explained herein.

Updated as of February 6, 2020

Patient/Responsible Party Signature _____

Date _____