

Inland Optometric Associates Office Policy

1. We require a deposit of 50% for all orders.
2. There is a \$25.00 charge for cancellation of glasses or contact lens orders.
3. There is no refund for materials ordered after the job has been processed.
4. There is a no exchange or return policy on Non-Prescription sunwear.
5. A \$25.00 charge will be assessed for all returned/NSF checks.
6. Full balance is expected before prescriptions or materials are released.
7. All completed orders should be picked up within 3 months following notification. If not picked up, the material(s) will either be returned or disassembled.
8. Adjustments and repairs of glasses purchase at our office are free of charge.
9. Hold items require a 50% deposit and will be on hold for 1 week.
10. Special order frames require full payment prior to ordering.
11. Prescription re-checks within 90 days of exam date will be at no charge. All re-checks more than 90 days after the date of exam, but not more than 6 months, will be charged at \$35.00 per visit.
12. All contact lens follow-ups within 3 months of a contact lens exam will be at no charge. However, any follow-up visits after 3 months, but not more than 6 months from the date of contact lens exam, will be charged at \$35.00 per office visit.
13. In the case that your insurance claim is denied, you agree to accept full financial responsibility for the balance.
14. **Professional Services are Non-Refundable.**
15. **Medicare:** Refraction is not covered under this benefit. There will be a \$35 charge for refraction (glasses prescription).
16. If you participate in FSA (Flexible Spending Account) you may use it for the purchase of prescription eyewear/sunwear.
Please check box if you have FSA

By signing below you are acknowledging and accepting our office policies. If you have any questions regarding this form please speak with one of our associates before signing.

Thank you.

Patient name: _____

(Legal representative if under the age of 18 years old)

Signature _____ **Date** _____