

DEVINE EYES – POLICY ON PRESCRIPTION EYE GLASSES / LENSES

Thank you for choosing Devine Eyes to assist you in selecting your new prescription eye glasses or replacement lenses for your existing frame.

Due to the customized nature of eyeglasses, prescription eyeglasses cannot be returned for a refund.

No refund on lenses

1. If a patient is unable to adapt to progressive lenses a one-time remake can be done to change to a line-bifocal or single vision RX at no additional charge.
2. If the prescription requires correction due to office/lab error we will remake the lenses to the new/corrected prescription at no charge.
3. Insurance benefits cannot be released back to the patient once we have submitted the claim and filed with the insurance.
4. NO refund/redo's simply because the patient changes his/her mind.

Eyeglass frames and Non-prescription sunglasses can be returned for a credit on patients account to be used on eyewear or Contact Lenses only. **A \$25 restocking fee will apply.** Return has to occur within 30 days, and the item has to pass inspection for any damages on frame and/or lenses.

Allow at least 1 – 2 weeks to adapt to the new glasses. If problem persist beyond that time, please contact the office or come by our Optical Shop for evaluation.

Any and All problems must be reported to the office within 30 days to have lenses remade or to return a frame.

This does not apply to scratched lenses or damaged frames due to manufacturer defect as long as there is an active warranty on the lenses or frame.

Prior to ordering customized glasses, we require a 50% deposit of the total amount plus any outstanding balance on patients account. The Balance is due at time of pick up. We will notify you when your order arrives via text or phone call. Any order that has not been picked up within 60 days after notification, will be canceled, and the deposit/payment will be forfeit.

Patient / Guardian Name please Print

Signature

Date

Relationship to Patient

Witness

Date