

General Office Policies for Columbia Vision Center

- 1) Verification of benefits is NOT a guarantee of payment and you are responsible for non-covered services and portions not covered by the insurance company.
- 2) If your insurance requires a referral from your primary care provider, you are responsible to secure this. If a referral is not obtained, you are financially responsible for the office visit charges.
- 3) To avoid a cancellation fee, please give 24 hours notice so that we can accommodate other patients. The no-show fee is \$50 for all appointment types.
- 4) New glasses can take up to a month to get used to. If you are having a problem, please let us know no later than 2 months after you pick up your glasses so we can recheck your prescription. After this time, additional charges for the visit and remaking the glasses may apply.
- 5) If you change your mind regarding the frame you select after your custom lenses have been ordered for that frame, you can select a different frame under the following conditions:
 - a. You will owe the difference in the new and old frame price. However, no refund will be given.
 - b. You will owe \$100 for the cost of your new custom progressive, bifocal, or trifocal lenses or
 - c. You will owe \$50 for the cost of your new custom single vision lenses.
- 6) Our frames and lenses have a one year warranty against defects (some sale frames do not have a warranty). There is a \$10 shipping fee for each frame/part or pair of lenses, if needed.
- 7) All sale frames are final sale. Clearance frames have no warranty.
- 8) The return policy for non-prescription sunglasses, over-the-counter readers, and other optical accessories is 7 days for refund or exchange and must be in new condition.
- 9) Please turn cellular phones off during the eye exam. Thanks!

Patient's signature _____ Date _____