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### **EYEGASSES PURCHASED OVER THE INTERNET & ELSEWHERE**

You have a right to your eyeglass prescription, and as a patient at Eye Love Optometry, you will always be provided with a copy. We hope you will want to purchase your eyeglasses from us, because we believe we offer the best value when considering service, quality, and price. If you decide to shop elsewhere for eyeglasses, we certainly understand, and we will still be pleased to provide you with exceptional eye and vision care.

Local opticians and optical shops generally do a good job of filling our prescriptions, but we have some concern with the use of eyeglass vendors over the **internet**. Fitting eyeglasses properly involves precise measurements, unbiased advice based on your individual needs, and skillful adjustments of the frame and lenses. Since internet vendors do not actually meet with you in person, they cannot provide those services. **We provide all optical services at NO additional cost for patients who buy eyeglasses from us, but we cannot provide them for eyeglasses purchased elsewhere.**

To avoid confusion and disappointment with glasses purchased elsewhere, here is a list of services we provide, along with those that we do not. Please check with the eyeglass vendor to determine return and refund policies in the event problems occur.

#### **We provide the following service for eyeglasses purchased outside of our office:**

- Prescription Verification – We will verify the basic lens parameters of the new eyeglasses to see if it matches our intended prescription, as well as recheck the refraction test to confirm that the prescription is correct, if necessary. This will be done at no charge within 90 days of when the new eyeglass prescription is determined. We will not troubleshoot optical measurements taken by others. Visual problems may result if a correct prescription is made with inaccurate optical measurements. Correction or changes in the eyeglasses will solely be up to you and the eyeglass seller.
- Ongoing Eyeglass Frame Adjustments – We cannot be liable for the rare possibility of breakage.
- Minor Repairs – We cannot be liable for the rare possibility of breakage.

#### **The following services or measurements are NOT available if you purchase eyeglasses elsewhere. These measurements should be provided by the person from whom you purchase your eyeglasses.**

- Pupillary Distance (PD) – Measurement of the distance between your eyes.
- Segment Height
- Vertical Optical Center
- Eye Size
- Bridge Size
- Temple Length
- Frame Model & Color
- Lens Material & Index
- Multifocal Design & Brand
- Optional Lens Features – Such as tints, coatings, etc.
- Education & Training on Lens & Frame Features & Care