

OPTICAL FAQ



PATIENT'S OWN FRAME

I understand that if I use my own frame, it could be broken or lost . **Patient will be responsible to replace the frame.**

ADAPTATION TO LENSES

I understand that progressive lenses and Neurolenses have a period of adaptation that could be **longer than 2 weeks. PATIENT NEEDS TO WEAR THEM TO ADAPT TO THEM**



DELIVERY TIME

I understand that my glasses can take **MORE THAN 2 WEEKS** (back orders, not passing inspection, etc). It is a **CUSTOMIZED product** and a delay is out of our control.

ADJUSTMENTS

We warn patients that with any adjustments there is a possibility of frame breaking, lens crazing or scratching.



OPTICAL LAB POLICIES

Your glasses are made at the best **National Optical Labs** located in Denver and California. We follow their lens policies which can be read in our policies.

SPECIAL ORDERS

Any frame order from manufacture for different size, color or model it could take more than a month to be in stock and is out of our control.



UPGRADES

In an event that an upgrade is needed, the patient will be responsible for paying the price difference.

CHANGES

NO FRAME EXCHANGE.
LENS CHANGES need to be done within **2 MONTHS.**



SALES ARE FINAL

I understand that **SALES ARE FINAL. NO REFUNDS** are made on lenses or frames once the order has been placed, The lab gets the order instantly and start production.

1 PAIR OF GLASSES MIGHT NOT ADDRESS ALL YOUR VISION NEEDS

Glasses are like shoes; you might need different lenses for different activities.



ALMOST ANY PROBLEM CAN BE SOLVED WITH GOOD COMMUNICATION