

CONTACTS FAQ

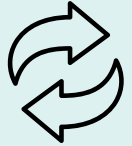


NEW WEARS

Insertion and Removal shall not exceed **30 min.** We will reschedule for another appointment if needed.

RETURNS/EXCHANGES

Sales are final. Any returns or exchanges will depend of the Manufacture policies, not of Bauer Eyecare. For exchanges the boxes will need to be without marks, unopen, and within 60 days of purchase.



FOLLOW UP

Follow up appointments are included up to **2 visits within a 60 day period.** It is your responsibility to keep your follow up appointment. You need to wear your contacts to your visit.

MULTIPLE TRIALS

It is possible that the Dr will give you to try more than one brand or Rx of contacts to try. It will be your responsibility to contact us to tell us which contacts worked better for you.



DIAGNOSTIC CL

There will be **NO EXTRA TRIALS** given out to patients, as we are limited. It is your responsibility to plan accordingly. If you are out of contacts please **wear your glasses.**

TRIPS OR EVENTS

We know that life could be unpredictable, but we will not be responsible to deliver contacts on time for trips or events with too short of a notice. CL are dispensed directly from the manufacturer. CL could be out of stock, and it is out of our control.



FINALIZED PRESCRIPTION

Prescriptions need to be finalized **within 90 days** of your CL evaluation. After that period of time another CL evaluation fee will be charge if any changes need to be done. The Dr will determinate if a new refraction is needed.

REBATES

Rebates are directly from the manufacturer. You are responsible to submit the rebate **within 60 days** of purchase. Please ask for your invoices. We will provide you the contact information if you have any issues.



BACK ORDER

Only for patients that order CL supplies with us, we will provide extra trials in case that their order is delayed. There is a possibility that we will need to order the trials. You are responsible of having glasses until we can provide your order.

CL & GLASSES QUOTES

Bauer Eyecare is own by a local owner. Our doctors are your neighbors and we are proud to offer you the best eye exam possible, to be able to keep the office open we appreciate your support. We will always offer discounts for glasses when you buy your contact lens supply. Thank you.

ALMOST ANY PROBLEM CAN BE SOLVED WITH GOOD COMMUNICATION