

Borders EyeCare Glasses Examination Policy:

PD Measurements/Additional Measurements

We realize that by asking us to measure your pupillary distance (PD), you are interested in purchasing your eyewear from an online competitor. PD measurements are not automatically taken, it is an additional service taken when purchasing glasses. We are happy to provide you with a copy of your spectacle prescription if that is what you choose.

However, please understand, that the comparison in costs form competitors often reflects the quality of materials you are receiving and does not include the (wo)man-hours for an optical expert to:

- Help you properly select the appropriate frame (frame size does matter)
- Educate you on material options and features that give you your best visual experience
- Verify the lenses once they are received from the lab
- Apply special techniques with complicated prescriptions to improve both cosmetics appearance and performance
- Provide adjustments at any time free of charge.

Proper measurements are extremely important especially for those with higher prescriptions or those needing a bifocal, trifocal or progressive lenses. This includes measurements other than just the PD. Improperly fit eyewear may cause headaches, pinching, pulling sensations, eye strain and fatigue. In children it can induce additional issues such as amblyopia.

The American Optometric Association (AOA) bought 200 pairs of glasses from the 10 most popular online eyewear vendors and tested them. The results were shocking. They found nearly half of the eyeglasses (44.8 percent) had incorrect prescriptions or safety concerns.

PD Measurement: \$25.00

Includes: Pupillary Distance Measurements (PD)

Care Package: \$50.00

Includes: Pupillary Distance (PD), Prescription Verification, Adjustments, Minor Repairs (nose pads & screws for 12 months from the date of purchase)

Placing New Lenses in a Reused/Patient Owned Frame

We are happy to make new prescription lenses form your own frame if it's in good condition and fits your face properly. If we accept your frame for re-use, we pledge to use the utmost care in handling it. In a small percentage of cases, the frame material will be worn or brittle to the point that it will not support a new pair of lenses.

In the case that your frame breaks our office assumes no liability for any breakage or any damage to the frame. If your frame breaks during our lens insertion process **you are responsible for the cost of the lens initially made for that frame.** The initially made lenses can **not** be re-used for a different frame style. We can make new lenses for any new frame you choose, but the cost of the replacement frame and lenses will be at **your expense.**

Eyewear Sales

We are delighted you have chosen to purchase your eyewear through Borders EyeCare Specialists. Our staff is dedicated to ensuring you love your new look & are comfortable wearing your glasses throughout the day. We are here for any structural adjustments to the frame fit, nose pieces, & temple adjustments at no extra cost to our customers as they need them throughout the year. Your eyewear will be customized for your prescription, head, face, & ocular alignment. Therefore **all sales are final.**

Our staff is available to answer any questions as well as help guide you through your optical experience. However, **all final decision are the patients.** There will be **no refunds, exchanges, cancellations, upgrades, downgrade etc.** once you have completed your order.

On average orders take **7-10 business day**, orders may take longer, patients will be notified as soon as the office receives their order.

All Borders Eyecare Specialists prescriptions: have one remake at no additional charge within 30 days of the office first notifying the patient that their glasses have arrived.

Outside prescriptions: one remake may be done within 30 days of the office first notifying the patient that their glasses have arrived. Requirements for remake of glasses for outside prescriptions:

- Patient must provide Borders EyeCare Specialists with a prescription change from the original prescriber
- Refraction only: Borders EyeCare Specialists Doctor fee of \$25.00 (not responsible for any other ocular complication causing reduced vision)
- Comprehensive Eye Exam: examine eye's for other causes of reduced vision fee of \$100.00

X Signature Patient/Parent/Guardian: _____ **Date:** _____

My signature above confirms I have read, understand and agree with all above statements as well as the following: I was provided a copy of my Spectacle Rx as require by law. I was educated on any and all risk related to my Spectacle Rx and/or purchases. I was educated on any and all charges and agree to pay the agreed upon amount and any further charges necessary to complete the transaction. I will not hold Borders EyeCare Specialists responsible for any adverse outcome. I am solely responsible for any and all fees (legal, processing, etc.) incurred by Borders EyeCare Specialists PLLC related to any of my care. I hereby, acknowledge I understand and accept all policies.