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## Why you should purchase your contact lenses from our office

Contact lenses are medical devices that are best used under the supervision of a health care professional. Your optometrist will carefully consider the lens material best suited to the health needs of your eyes, determine the most biocompatible lens care solutions, accurately measure and carefully assess the fitting of the lenses and provide for follow-up and aftercare. Our professional fitting will require at least one follow up visit which is included in your initial fitting fee. There may be more visits depending on the complexity of your fit and the response of your eyes to the lenses. Your initial fitting fee includes these above services and must be completed within the first 3 months of your initial consultation.

We typically recommend annual check ups to assess the ongoing health of your eyes. Your doctor will also let you know if any modifications in lens design are advised, offer you any upgrades if new technology is available and reevaluate your care regimen and replacement frequency. These visits will serve to reduce the number of problems associated with oxygen deficiency to the tissues of your eyes and adverse events associated with overwear, lens deposits or adverse reactions to solutions.

When you purchase your lenses from our office:

- You are paying for our expertise and our professional service
- We will custom fit you with the best product for your eyes as we have access to all current lens technology and no single lens brand will meet every patient's needs. Our recommendations are based on your needs and not by what we have in stock.
- We guarantee the product to be as written with no substitutions
- A one year supply of lenses will be shipped to you free of charge usually within 3 business days
- If your prescription should change during the year, all unused lenses can be exchanged for the new prescription or credited towards the purchase of new lens technology.
- We will replace any ripped or torn lenses with complimentary lenses.
- A one year supply of lenses is actually less expensive with in office manufacturer rebates than an online purchase from most sources.
- You receive one problem oriented contact lens appointment per year at no additional charge.

It is essential that you understand what you are getting when you purchase your lenses online or from a retail outlet.

- The website must be credible, reliable and secure.
- You must not accept a substituted product, only the lenses that you have been prescribed.
- If you are having problems with the product purchased, you will not be able to return opened boxes.
- You will not be able to exchange already purchased boxes due to a prescription change.
- You may not be able to receive emergency care or advice from these alternate providers.
- You will be charged a handling and insurance fee for online purchases.
- You will be billed for contact lens related problem appointments with your optometrist at a rate of \$65 per visit.

If you experience lens discomfort, redness or perceived infection, it is essential to remove your lenses immediately and contact your optometrist for evaluation of the problem.