



On behalf of the Lexington Eye Optical Team

we would like to

Thank You

We realize that there are many choices for patients to make regarding their eye care and eye wear needs, and we are grateful you chose Lexington Eye Associates. With over 100 years of combined experience, your Licensed Opticians are prepared to take care of all your eye care needs and concerns.

Our licensed opticians will help guide you through the entire eye wear selection process while considering your lifestyle and vision needs to provide you with highly customizable options to meet those needs. We only use quality labs and vendors to ensure that you have the highest quality products and best possible vision.

With the order of your customized prescription glasses, Lexington Eye Associates offers the following warranties:

Frames:

All frames include a 1-year warranty against manufacturer defects at no additional charge. Frames are not warranted against accidental breakage. Opticians must use their discretion in determining whether the manufacturer will consider the damage was a result of a defect or breakage and the manufacturer will have the final say. If the frame breaks after the 1-year warranty expires, patients may purchase a new frame at the retail price and Lexington Eye Associates will mount patients lenses into the new frame.

***There are no frame exchanges once the order has been placed.**

Lenses:

Doctor Prescription Change: If your prescription changes within 90 days of your original exam, we will replace your lenses of equal or lesser value at no cost to you. If your prescription changes within 91 days to 180 days of your original exam, we will replace your lenses at 50% of the retail cost. Any prescription change after 180 days will be considered a new lens purchase and will not be covered by Lexington Eye Associates.

Lens Design/Material Changes: In the rare occasion that we need to change your lens design or lens material due to visual discomfort, we will replace your lenses of equal or lesser value at no cost to you within 60 days of your original purchase. If you choose to upgrade your lenses within 60 days, you would only be responsible for the applicable charges. If you choose to downgrade your lenses, there are no refunds in the difference of less expensive items as we provide the exchange in products as a courtesy to our patients.

Scratch Warranty:

No Glare Lenses

Premium No Glare – Crizal Sapphire HR - Crizal Previncia - Crizal Rock - Techshield Elite UV

We will replace your lenses 2-times within 1-year against any scratching at no charge to you.

Standard No Glare – Crizal Easy Pro – Crizal Easy – Techshield Plus – Standard No Glare

We will replace your lenses 1-time within 1-year against scratching at no charge to you.

Hi-Index, Trivex, Polycarbonate –

We will replace your lenses 1-time within 1-year against scratching at no charge to you because these lenses have an inherent scratch protection.

Standard Plastic Lenses –

These lenses do not have a scratch warranty. It is the patient's responsibility to replace their lenses at retail cost.

*All scratch warranty replacements will be replaced with the same prescription and treatments from original order. No changes will be made.

Due to your eye wear being customized your prescription and individual measurements, this is considered a medical device and there are **NO REFUNDS** on eye wear.

Patient Own Frame Waiver:

Lexington Eye Associates is happy to reuse your existing frame if you choose to have prescription lenses replaced. We make every effort, and take the utmost care when reusing your frame, however, frames can become brittle, dry, or lose their integrity over time from normal wear. It is always recommended to replace frames when filling a new prescription. Understand that Lexington Eye Associates ***is not held responsible*** for any damage, breakage, or adjustments made to the frame during fabrication. In the rare case that my frame should encounter a breakage, I will be responsible for supplying a new frame for my prescription lenses.

Financial Responsibility:

We are happy to submit your eye wear claim to any of our in-network vision care providers. We make every effort to ensure your eligibility in real-time and charge the applicable copays. Ultimately, it is the patient's responsibility for the payment of his/her treatment and care. The patient will be responsible for charges associated with their copays and non-covered charges. Once the claim is returned by your insurance there may be a balance due during insurance payment posting. If there are any fees due back to the patient, we will refund you accordingly. If there are any balances due, you will be sent a bill for collections of those non-covered charges

FULL PAYMENT REQUIRED AT TIME OF ORDER