

## FAQ and Warranty Information

***Please keep in mind that as a vision care provider, we are contractually obligated to follow the warranty and remake guidelines set forth by each specific vision insurance plan. In most cases, once an insurance claim has been submitted, processed, and paid, we have no recourse to make changes or do refunds.***

### **Does my prescription have an expiration date?**

Yes, in Ohio a glasses prescription expires 2 years from the date it is written, and a contact lens prescription expires 1 year from the date it is made final. It is against Federal law to either make glasses lenses on an expired prescription, to sell contacts lenses on an expired prescription, or out sell the expiration date.

### **How can I get a copy of my prescription?**

If you have a current glasses or contact lens prescription with Greene County Eye Care it can be accessed 24/7 on your patient portal at [greenecountyeyecare.com](http://greenecountyeyecare.com) or by calling our office during normal business hours at 937-376-4055.

### **Do my new glasses have a warranty?**

Yes, Greene County Eye Care provides a 1 year warranty for any new frames and/or lenses that are purchased from us. This warranty includes a one time replacement for breakage on your frame or scratches on your lenses for up to 1 year from the original purchase date. We must have the broken frame and scratched lenses returned to us when a warranty replacement is picked up. **\*\*Cleaning your lenses properly is the best way to prevent scratches. Microfiber lens cloths and spray lens cleaner are provided with each new set of lenses purchased. Mild soap and water work best for regular daily cleaning. Never clean your lenses dry. Never use windex or other cleaners that are not approved for eyeglass lenses.**

### **What if I have already used my warranty?**

Any additional frame or lens replacements that may be needed after the warranty has been used will be done at full cost to be paid by the patient.

### **Is there anything that the glasses warranty does not cover?**

There is no warranty on lost or stolen glasses. We must have the broken frame and scratched lenses returned to us when a warranty replacement is picked up.

### **Can I come in to get my glasses adjusted or repaired?**

Yes, if your glasses were purchased at Greene County Eye Care, we are happy to do adjustments and repairs at no charge. If it is not possible to repair your glasses, they may be able to be replaced under our 1 year warranty.

**\*\*If your frame or lenses were purchased elsewhere, and you wish to have them adjusted, repaired, or assessed for other issues, we ask that you schedule an appointment with our optical staff. The fee for this type of appointment is \$15.00.**

**What should I do if I have issues with my new glasses?**

It is very important that you let us know right away if you have any questions about your new frames or lenses. Issues with frame fit or lens prescription need to be addressed within the first 30 days after you receive your new glasses. After 30 days, most vision insurances do not allow for changes of any kind to be made without there being additional cost to the patient.

**Can I change my frame choice after my glasses are made?**

Due to the fact that frame changes must be done in accordance with your insurance guidelines, and because your lenses are custom made and cut to fit each specific frame it is extremely difficult to change the frame choice once your order has been placed. If it does become necessary to change the frame, it must be done within the first 30 days of receiving your glasses and may result in additional cost to the patient.

**What if the prescription changes after I receive my new glasses?**

Slight fluctuations in glasses prescription can happen occasionally but are not common. If your prescription was written by our doctors, we can recheck the prescription once and can provide one set of lenses within the first 30 days of the original exam date if a prescription change is found. Any additional changes to the prescription or those that occur after 30 days will be paid by the patient at 50% of the usual and customary charges each time the lenses are remade.

**Can I have new lenses made for my old frame?**

Daily wear and tear can cause frames to become brittle and lose their elasticity. For this reason our doctors never recommend reusing an old frame. If it becomes necessary to reuse a frame we will ask that the patient sign a waiver acknowledging that any damage to the frame that may result in putting new lenses in it will be the sole responsibility of the patient. A lens edging fee of \$20 may apply when reusing an old frame

**Can Greene County Eye Care make lenses for a frame purchased elsewhere?**

The choice to make lenses for a frame purchased elsewhere will be at the discretion of our doctors and optical staff. In many cases we can make lenses for a frame purchased elsewhere, however, we will ask that the patient sign a waiver acknowledging that any damage to the frame that may result in putting new lenses in it be the sole responsibility of the patient. A lens edging fee of \$20 may apply when using a frame purchased elsewhere.

**Can I bring a prescription from another doctor to Greene County Eye Care to have lenses made?**

There are no circumstances under which our doctors wish to use an outside prescription. We will always offer to schedule a short refraction appointment with our doctors to double check the prescription prior to lenses being made. The cost for this refraction will be \$25 and is not covered by insurance. If it becomes necessary to use an outside prescription, we will ask the patient to sign a waiver stating that Greene County Eye Care cannot take responsibility for the

accuracy of the prescription or any cost associated with needed lens remakes, which will be done at full price to be paid by the patient.