



SEE BETTER / LOOK BETTER

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Office Policy

At Grand Lake Optometry, we pride ourselves in providing exceptional eye care and quality eyeglasses and contact lenses. Below are our office policies to prepare you for a visit to our office.

Payment:

All Professional fees and/or insurance copayments are due at the time of service.

Cancellation and No-Show Policy:

We make every effort to prepare for your visit by pulling your insurance and preparing your file. No-shows and cancellations with less than a 24-hour notice will be charged a \$50 cancellation fee. Arriving more than 15 minutes late is considered a no-show and you will be rescheduled.

Insurance:

Vision plans may cover a portion of: routine eye exams, contact lens fittings, prescription eyeglasses, and contact lenses. Vision plans do not cover medical eye care (the diagnosis, management or treatment of eye health problems).

Medical insurance must be used for medical eye care services. If some fees are not covered or paid for by your insurance (for example, if you have not met your deductible), the patient is financially responsible for them.

Eyeglasses:

Due to the specialized and custom nature of eyewear, there are no returns or exchanges of purchased eyewear or eye care products (including contact lenses, eyedrops, cleansers).

Canceled frames are subject to a \$50 restocking fee and canceled custom prescription lenses are subject to a 30% cancellation fee.

If there is a change in your prescription, the lenses can be re-done one time at no charge within 60 days of dispensing. Prescription checks or redos outside of 60 days will be subject to our usual fees.

Lenses have a one time 12 month scratch warranty.

Most frames have a 12 month warranty against manufacturer defects.

Both lens and frame warranties exclude loss, theft, accidental breakage, etc.

Contact Lenses:

All contact lens fitting fees are non-refundable and are due at the time of service. Patients have 90 days to complete the fitting (or 30 days for rigid gas permeable contacts). Once a patient has finalized contact lenses, there is a \$30 fee for any follow-up appointments.

*All warranties or upgrades are subject to change. Some warranties may not be available to you according to your insurance. If you have questions or concerns, please do not hesitate to contact us.