

You have a right to your eyeglass prescription and as a patient at Civano Eyecare, you will always be provided with a copy. We hope you'll want to buy your glasses from our office and we believe we offer the best value available when considering service, quality and price. We have worked hard to ensure we have affordable options for all patients that still maintain our high standard of quality. If the decision is made to shop elsewhere for glasses, we understand and will be pleased to provide your eye examinations and eye health care.

Local opticians and optical shops generally do a good job of filling our prescriptions, but we have concern with the use of eyeglass vendors over the internet. In fact, studies show that 50% of glasses made online are incorrect in measurement, prescription, fit or quality. Fitting eyeglasses properly involves precise measurements, unbiased advice based on your needs and skillful adjustments of the frame and lenses. Since internet vendors do not actually meet with you in person they cannot provide those services. We provide all the optical services at no additional cost for patients who buy eyeglasses at Civano Eyecare, but we cannot provide them for glasses purchased elsewhere.

To avoid confusion and disappointment with glasses purchased elsewhere, here is a list of services we provide and those we do not. Please check with the eyeglass vendor to determine return and refund policies in the even problems occur.

In the event you feel you must purchase eyeglasses from an online vendor, we offer a \$50 "Online Glasses Package" in which we will fully troubleshoot your internet eyewear. We will provide all necessary measurements to fill our prescription and will verify your prescription once the glasses arrive.

The following services or measurements are not available if you purchase glasses elsewhere. These measurements should be provided by the person selling the glasses:

- Prescription verification
- Pupillary distance
- Seg height
- Vertical optical center
- Eye size
- Bridge Size
- Temple length
- Frame model and color
- Lens material and index
- Multifocal design and brand
- Optional lens features – such as tints, coatings, etc.
- Eyeglass dispensing adjustment
- Education and training on lens and frame features and care
- Ongoing adjustments
- Minor repairs

\*\* If purchase is made elsewhere and there is difficulty with vision in the new prescription, we are happy to refract you at no charge and make sure the prescription is accurate and will give you your best vision.