



Dr. Jonathan D. Kaplan

## **FAMILY EYE CARE SERVICES**

Dr. Kenneth A. Kaplan

**Dear Patient:**

**Congratulations on your new eyewear purchase! Our office takes pride in making sure you have the highest quality eyewear to make sure you are seeing properly. We would like to make you aware of our policies regarding your purchase:**

**Adjustments are always free of charge and we encourage you to stop in any time to have your glasses adjusted by our professional staff.**

**Minor repairs such as replacing screws, nose pads and re-inserting lenses that fall out of a frame are also free of charge.**

**We offer second pair and prescription sunglass discounts when you purchase another pair within the first 30 days!**

**Most Frames carry a one year warranty against manufacturers defects(providing all parts are returned), and we will gladly pass that on to our customers(NOTE: this warranty does not cover neglect or abuse). Package priced frames carry a 90 day warranty. Sale items do not carry a warranty.**

**Crizal lenses carry a limited warranty from 6 to 18 months\*(see below for warranty period) against scratches and defects from normal wear and tear and can be replaced with the exact prescription in the same frame if you come in within the warranty period from the date you purchase them.**

**All lenses are made to order to your exact prescription, once the lenses have been processed the order may not be cancelled, however you are entitled to a full refund on the frame. Non prescription sunglasses that are purchased may be returned within 7 days for a full refund if they are deemed to be in perfect condition and have not been worn. If they are damaged in any way they are not returnable. Optical frames that are purchased are not returnable once lenses are put in them and they are worn by the patient.**

**Should you have any problems seeing with your new eyeglasses we are always here to try and determine the reason for the problem. We ask that you first visit one of our opticians, Cheryl or Freddy to ensure that the lenses are made properly and that the fit of the frame is correct. Should they be unable to assist you in rectifying the problem, they will then speak to the doctor and set up an appointment for the doctor to recheck your eyes to determine how best to fix the problem you are having. If any changes are recommended by the doctor or optician, it will be made at our expense provided that you come in to see us within 30 days of receiving your new eyeglasses. After 30 days, should your glasses need to be remade, there may be a fee for replacement of lenses should they need to be remade.**

**Sincerely yours,**

**Drs. Jonathan D. Kaplan**

**\*6 months for Crizal Std and EZ, 12 Months for Alize, 18 Months for Avance**