

**Kathleen M. Andersen, O.D.**

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**Cancellation/No Show Policy**

We understand that there are times when you must miss an appointment due to emergencies or other obligations. Should you need to cancel or reschedule we ask that you provide us at least a 24 hour notice in advance so we may schedule other patients in need of an appointment. Patients who fail to cancel or reschedule their appointments without a 24 hour notice will be charged a \$50 fee on their account that is not covered by insurance. We understand that delays can happen on your way to your appointment and late patients will not be subjected to the no show policy. However, patients who arrive 15 minutes past their scheduled time will have to reschedule their appointment so we may keep other patients and doctors on time.

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**Contact Lens Exam Fee Policy**

Contact lenses are a medical device that fits right on the eye. There is a separate, service fee for contact lens exams in addition to the regular eye exam fee, even if the patient already wears contact lenses which covers the additional work required by the doctor, the cost of trial contact lenses and follow-up exams. During the contact lens exam, the doctor checks for visual acuity, fit, and comfort. After the initial fitting, follow up checks are scheduled until your prescription is finalized. The eye exam and contact lens exam charges are not refundable. In the State of California, contact lens prescriptions are valid for one year.

Unopened boxes of contact lenses ordered through us are refundable up to one year after purchase.

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**Warranty Exchanges for Eye Glasses**

We provide a one-year warranty for manufacturer's defects. If there is a manufacturer's defect, please bring back the frame, and if the frame is still available through the manufacturer, we will replace it at no charge. If the frame is no longer available, we can offer a credit towards a new frame. We also provide a one year warranty against any defect to polycarbonate lenses or coatings, such as anti-reflective or scratch resistant coatings. Orders for prescription lenses are not refundable or cancelable after the lens has been ordered for you.

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Thank you for entrusting your eyes to our office. We appreciate your business and hope you will recommend us to your friends and family. If you have any questions, please feel free to ask the staff or doctor.