



## Office Policies and Procedures

We at Viking Vision Center strive to provide the very best care, service and materials to every patient. To help us better serve everyone, some office policies and procedures have been established. Please read the following information:

1. Insurance information must be presented to the receptionist **before** the exam.
2. Copies of **medical** and **vision** insurance cards must be obtained at your time of visit.
3. **Patients** are financially responsible for services rendered regardless of insurance benefits.
4. **ALL Co-payments and material overages must be paid at the time of service.**
5. As a courtesy to our patients, insurance will be submitted to your primary carrier. We will gladly give you an itemized receipt to file any additional insurance if it is available to you.
6. **You are responsible for knowing your insurance coverage.** While we are knowledgeable of most vision insurances, there may be some we are unfamiliar with. There are many insurance companies with wide varieties of coverage. It is possible that we may NOT know your coverage. If we/you are unable to confirm your insurance coverage at the time of your appointment, you may either reschedule your visit, or you will be financially responsible for all charges.

### Contact Lens Evaluation/ Fitting Policy

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To safely ensure the health of your eyes, our doctors recommend a **YEARLY** eye examination and contact lens evaluation for all contact lens wearers. We will perform a yearly contact lens evaluation/fitting or refit for all new and established patients. Vision plans generally consider this a non-covered service. We can assist you in determining your insurance benefits. Our contact lens evaluation/ fitting fees **are not** part of a “routine” eye examination and are required to obtain or renew a contact lens prescription. The contact lens fitting / evaluation fee is non-refundable. A contact lens fitting includes the following:

- Diagnostic contact lenses required for a successful fitting
- Initial supply of contact lens solution
- Maximum of 60 days of follow up care with the doctor
- You will be supplied with a written copy of your contact lens prescription at the time of your evaluation or after your contact lens follow up visits

**All contact lens fittings must be finalized within 60 days.** Follow up visits may be required to finalize your contact lens prescription. No supply of contact lenses can be ordered or a prescription issued for contact lenses if you fail to return for your follow up visits. **Additional trial lenses will only be issued at the doctor’s discretion if it is necessary to confirm/finalize a prescription or get a patient to their next examination scheduled within 30 days. Trial lenses are not available on an unlimited basis.**

We have access to the most advanced designs in contact lenses available and strive to fit you with the best design for your prescription and eye health. **We strongly encourage all of our contact lens patients to follow prescribed wearing schedules and cleaning and disinfecting regimens to avoid potentially sight threatening complications.**

**Contact Lenses:** All unopened and unmarked boxes of contact lenses purchased through Viking Vision Center can be returned for credit or exchange up to 60 days following the date of purchase and are subject to a 20% restocking fee. **Any opened or marked boxes cannot be returned for credit/exchange.**



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### Eye Glass Warranty

We at Viking Vision Center are committed to providing you with the finest quality eyewear, service and value. We stand behind the quality of the eyeglasses that we provide. We are happy to provide free with every eyewear purchase:

- Adjustments as needed
- Nose pad replacement
- Repairs
- Glasses case
- Lens cleaner and cleaning cloth
- Warranty

### Frames

- All frames purchased come with a one-year defect/breakage warranty. If your frame breaks under **normal wearing conditions**, we will repair or replace it. Please bring in your complete broken frame with your lenses for replacement.

***\*All frame warranty replacements will be charged a \$19 shipping and handling fee.***

### Lenses

- All prescriptions are guaranteed for 60 days from the original purchase against any doctor's prescription change or non-adapt to a particular lens style or material. Should the prescription change within the 60-day period, the lenses will be remade at no cost to the wearer.
- Replacement of lenses due to scratches is limited to **one time** in a 12-month period at no charge unless an anti-glare coating or double-sided scratch resistant hard coating is purchased. This policy is effective for one year from the date of original purchase and can only be honored using the original prescription.
- Anti-glare coated lenses and double-sided scratch resistant hard coated lenses (TD2) carry a **two-time** replacement for one-year on lens scratches or defective coating. This policy is effective for one year from the date of original purchase using the original prescription.
- If you are having problems with your new prescription that was purchased in our office please notify our optician as soon as possible. If the optician is unable to find a solution, we will schedule you to see the doctor for a re-evaluation at no charge. *These changes are subject to the 60-day policy from the date of dispense.* If notification of the problem is not made within the 60 days, you may be subject to additional charges.

**IF YOU CHOOSE TO CANCEL YOUR ORDER AFTER LEAVING THE OFFICE, NOTIFICATION OF OUR OFFICE MUST OCCUR WITHIN 24 HOURS! If the job has been started at the lab, you may be subject to a 20% cancellation charge.**

**\*Contracted Insurance Lab Policies (VSP, EyeMed, UHC, Medicaid, etc....) may supersede these replacement and cancellation policies**