



## ADVANCED EYE CARE PROFESSIONALS REFUND & REMAKE POLICY

### REFUND POLICY

1. ALL examination fees are non-refundable including, but not limited to, comprehensive wellness examinations, contact lens evaluations, and medical office visits.
2. AEP's patient satisfaction is our priority. **AEP offers a 30-DAY RETURN POLICY:**  
  
If you are not satisfied with your new prescription glasses or prescription sunglasses, you can return them for a full refund within **30 days of the date of dispense**. This only applies to the original purchase. This return policy does not cover accidental damage, scratches or breakage. AEP is not responsible for eyewear that is not picked up within 60 days of purchase.
3. Insurance orders can NOT be refunded once glasses or contact lenses are ordered.
4. Contact lens orders — All contact lenses can be returned within 30 days of the order date and a refund granted as long as the packages are unopened. All non-specialty contact lenses have a 30-day warranty from the order date. If you are not happy with your new contacts, again just call the office and schedule a contact lens check with your doctor. AEP will exchange contact lenses for you at no charge within the 30 day period. Remember, only unopened boxes of contact lenses can be returned within 30 days from the date of order.
5. Specialty contacts including gas permeable multifocal contact lenses, keratoconus lenses, hybrids, or scleral lenses have a 90-DAY return/exchange policy.

### REMAKE POLICY

1. All prescription glasses have a **90-DAY REMAKE warranty from the order date**. We want our patients 20/HAPPY. If your prescription is not working for you, simply call the office within 90 days of your order date and schedule a prescription check with your doctor. Your doctor will re-check your refraction and adjust your prescription at no charge. AEP will remake your lenses if necessary. **One** remake at no charge to you is allowed as long as you present them within the 90 days of your order date.