

General Office Policies

- 1) Purchasing multiple pairs of eyeglasses entitles you to a 20% discount on any complete pair of eyeglasses or sunglasses after purchasing the initial complete pair of eyeglasses.
- 2) Returned eyeglasses will incur a 10% restocking fee.
- 3) Returned contact lenses will incur a 20% restocking fee. Contact lenses may only be returned if the boxes are unopened and within 90 days of purchase.
- 4) No request for record release will be honored without the written signed consent by the patient or appropriate guardian of patient. No records will be released if there is an outstanding financial balance on patient's account or an outstanding financial balance on any family member's account. There is a \$1.00 copy fee for every page copied and released. There is a postage fee determined by weight and means of delivery.
- 5) Appointment cancellation must be made at least 24 hours in advance and failure to do so will result in a financial fee.
- 6) Appointment no-shows will result in financial fees.
- 7) Continuous failure to no show for a scheduled appointment will result in the denial of scheduling future appointments.
- 8) If Executive Eye Associates is billing your insurance for the provision of service or material, it is mandatory to have proof of insurance at the time of your visit.
- 9) Copayments are required to be paid at the time of your visit.
- 10) If your insurance requires a referral, it is the responsibility of the patient to know if your insurance requires a referral, it is mandatory to have the referral at the time of your visit.