

Your Eyeglass Service Agreement

You're considering an online eyeglass purchase and we want to be an advocate and help you with this important decision!

First, we absolutely advise against purchasing eyeglasses elsewhere because we cannot control, and therefore cannot guarantee any of the more than several dozen steps required to fabricate your eyeglasses accurately. Second, neither can we control or confirm whether current leading technologies are incorporated in your new lenses. Your doctor designed and prescribed a lens to match the refractive findings during your examination; however, we'd like to honor your request to provide you with PD measurements in order to have your eyeglasses fabricated elsewhere. Please read on for your consumer education and decision.

In our experience, internet eyeglass fabrication is often incorrect several times before correct. It's simply not personal and eyeglass fabrication is up-close and personal. We measure in metric millimeters; about the width of a period you place at the end of a sentence, in order to achieve accurate clear and crisp sight. Often, without face-to-face interaction and clear communication, the glasses will arrive to you with inaccurate measurements. 1 millimeter of deviation off the required measurements will often result in eyestrain or loss of sharp binocularity between your 2 eyes. It would matter less if you had only 1 eye!

In the event that you experience difficulty with your eyewear purchased elsewhere, we offer our comprehensive "Eyeglass Service Agreement". Please be aware *that less than exact* eyeglass fabrication can affect your sight negatively, including but not limited to the following: Reduced Reactionary Time, Reduced Performance, Increased Fatigue, Loss of Contrast Discrimination and Contrast Sensitivity in artificial lighting environments and after-dark where the sharpest sight would be critical to high performance and safety, Increased Muscle Strain leading to headache and general loss in overall Concentration and Performance. Most consumers are NOT aware sight and especially quality of sight impacts all of the above, positively OR negatively. It is our responsibility to every patient we serve to educate and inform so you may make an informed decision. Your best, sharp, well-defined sight, leading to an improved sense of well-being, has been replaced and commoditized by slick internet companies praying on consumer ignorance and lack of knowledge; leading consumers to resort to price alone. We advise you to consider every aspect of the demands placed on your eyes throughout your active day, indoors and out, and consider your decision with great care. What, in addition to price will be important for you, now that you understand you can purchase different levels of sight? And equally important, the metric measurements are critical. Now that you are an informed consumer, as always, we are here to address your questions so you may be able to make the best decision!

- We will examine and evaluate and advise you of your eyeglasses for prescription and PD/measurement accuracy
- We will make adjustment to your eyeglasses 3 times within 1 year of this contract
- We will replace up to 2 nose pads and up to 3 screws at no adjustment
- We will restring any semi-rimless when nylon string may break
- In the unlikely event your products purchased elsewhere may break while in our care, we will NOT be responsible

The fee for service within this agreement will be \$59.90 and payable in advance of any provision.

We will advise you to consider this agreement carefully. We do provide excellent current technology, "Value Priced Frame/Lens Packaging" and precision measurement for your peace-of-mind.

You may consider purchasing your frame elsewhere and requesting we fabricate the lenses for you to ensure accuracy of "Doctor Designed" prescription optics. We would not be responsible for the frame in the unlikely event it may break while in our care!

If your ultimate decision is to risk an internet eyeglass purchase; upon acceptance of this service agreement, we will provide you with the specific issues for you to personally address with your internet eyeglass provider.

Patient Frame Release

Hey there! You want to use your eyeglass frame for adjustment or for new lens fabrication and we want to accommodate your wish! Be Aware: Sometimes a frame will crack or break during the mechanical process of installing new lenses, adjusting or repairing. We're up-front with you about this, in an effort to be an advocate for your very best outcome and meet your every expectation! A clear and mutual understanding is always best!

New frames, which are more flexible and pliable, have a manufacturer guarantee for durability, so we are not concerned about new-frame breakage... It breaks, they replace it. We provide it and we replace it during the period of warranty.

If you'd like to accept responsibility for the above described actions, sign your autograph below and we'll work with diligence and care to provide you with the best possible outcome.

My Autograph: _____ Date: _____ / 2011
I accept responsibility in the event my frame breaks