



## Theia Vision Care™ Receipt

### *Theia Vision Care (TVC)™ Products*

- Pupillary distance (P.D.) is a measurement that is specific to the fitting of glasses. It is not measured by the optometrist during my eye exam and is therefore not included on the spectacle prescription. The P.D. is taken by TVC™'s trained opticians when a frame is selected to be fit for lenses. The cost of this skilled service is included with the purchase of prescription eyewear. However, TVC™ is committed to patient choice, and understands I may wish to know this measurement in certain cases. Should I require this information and upon request, there is a \$40 service charge for the optician's time and expertise.
- I understand for \$59 I can purchase a 1-year, one-use warranty to cover any damage short of loss or theft of my TVC™ eyewear. If I decline this option, I understand I will be responsible for the full cost of the replacement/repair.

Purchase Warranty: (initial) \_\_\_\_\_ Decline Warranty: \_\_\_\_\_

- If not under valid warranty, depending on the state of my eyewear, repairs may have a cost to cover the time, parts, and repair. TVC™ will do its absolute best to return the eyewear in good condition, but in the rare case there is damage to the eyewear, TVC™ is not responsible for the cost or replacement of my eyewear.
- I understand all eyewear purchased at TVC™ may be eligible for adjustments at no additional cost.

### *Previously Owned Products*

- TVC™ is not responsible for any products, such as my eyewear or contact lenses, that I purchased elsewhere.
- If I want to purchase new TVC™ lenses in my previously owned eyewear frame, pending an evaluation of the frame, TVC™ would be happy to send it to the lab to make my new, custom prescription. To provide me with the best fit, product, and service, I will need to leave my old eyewear at the office so they can be sent to the lab.
- TVC™ will take every care and precaution in handling my frame. Since the frame is my own, on the small chance it breaks, TVC™ is not responsible for the frame cost or replacement. Since the lenses purchased are custom and specific to my frame, TVC™ cannot cancel orders once they are in production, replace the lenses, accept returns, or refund the cost. TVC™ strongly recommends that I do not replace lenses in any frame that is more than 2 years old. With time, eyewear becomes bent, brittle, denatured, and unusable. After 1-2 years, my frame is most likely discontinued and therefore cannot be replaced if broken. TVC™ will assess and advise me of my options. I may select this option at my own risk.

Patient's Own Frame Sign-Off: (initial) \_\_\_\_\_

- The minimum charge to adjust or repair eyewear not purchased from TVC™ is \$20 for a baseline assessment and to cover the time, repair, and parts used in my repair (nose pads, temple covers, screws, etc.). There may be additional charges if parts need to be ordered that are not in stock at the office. Any adjustment or repair that takes more than a half hour will incur a starting cost of \$40. TVC™ will assess the damage and advise me of my options.



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### *Return Policy*

- TVC™ takes pride in its work and stands behind its products. In the unforeseen event my items are materially flawed or defective (normal wear and tear is not considered a defect), I can contact TVC™ within 14 days from receipt of merchandise to arrange for a return, credit, or a one-time remake.
- Due to the nature of custom prescription eyewear, TVC™ cannot accept returns or exchanges of any items once they have been purchased.
- TVC™ cannot be responsible for the purchase of incorrect prescriptions brought in from other medical professionals. Orders for these products are custom-made to my specific prescription and TVC™ cannot cancel orders once they are in production. TVC™ will not be able to accept returns for this reason once the eyewear is sent to the outside lab. In the event I want to purchase lenses with a new prescription (a lens remake), I will be charged a 25% remake fee (of my original lens cost) to cover the remake expenses.
- Contact lens boxes must be unmarked and unopened to be eligible for exchange within 14 days from receipt of merchandise.
- For retail items, unmarked and unopened products may be eligible for return within 14 days from receipt of merchandise. For eyewear accessories (i.e. chains), my product(s) may be eligible for return within 14 days from receipt of merchandise if there is a clear, material defect such as a broken chain. In this situation, depending on the damage to the chain, TVC™ may be able to repair it at no additional cost.

### *Payment*

- I understand all of the payment options presented at TVC™, which include à la carte and Theia Concierge Care™. TVC™ will provide me with copies of my receipts. I am solely responsible for submitting the appropriate paperwork for any insurance and/or vision plan reimbursement.
- I acknowledge that all payment is due in full at time of services rendered and prior to any products being ordered. I understand that shipping charges are non-refundable and there is a \$25 charge for any returned checks.

I acknowledge this receipt is current and I received a copy of the TVC™ Notice of Privacy Practices. TVC™ reserves the right to change or void any of its policies at its discretion at any time.

Patient Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

(Parent or guardian must sign if patient is less than 18 years old)

Printed Name: \_\_\_\_\_