

University of Maryland Optical Center Policies

Last updated 1/8/2013

1. **Payment:** Orders that are not paid in full at time of order, require a minimum down payment of 50%, which is non refundable. One has 30 days from the date of the first payment to pay for the merchandise in full. Merchandise must be paid in full at time of the pick-up. Merchandise is customized and non-refundable. If payment is made via check, the order will not be placed until the check has cleared. If the check is returned, the patient will be charged a \$25.00 return check fee in addition to the amount owed which will be billed to the patient.
2. **Exchange and Warranty for Doctor's Changes and Non-Adapts:** Satisfaction guarantee for a one-time exchange only within 30 days of original purchase at equal or lesser value; subsequent changes will incur additional charges. If a patient does not adapt to a pair of prescription progressive eyeglasses within 30 days of the original order, University Optical will remake the glasses one time into a standard bifocal at no additional charge to the patient. No refund is available.
3. **Orders for pick up:** Orders for pick up will be held for 30 days; thereafter, glasses will be returned to the lab; no return or deposit, no credit.
4. **Using your own frame:** If you choose to supply your own frame, or reuse a frame and have new lenses mounted into your frame, all repairs on these items are done at customers own risk; University Optical cannot warranty your frame.
5. **For prescriptions we fill, written by doctors at University of Maryland optical:** An office visit to recheck the prescription will be provided and new lenses will be made at no charge within 30 days of dispensing. Re-check visits after 30 days will be charged the usual fee for a brief exam.
6. **For prescriptions we fill written by other doctors:** Eyeglass lenses will be re-made one time at no charge if the prescribing doctor provides a new prescription in writing within 30 days of dispensing. Rx changes after one free remake or after 30 days will be charged the usual lens price.
7. **For University of Maryland Optical prescriptions that are filled elsewhere:** If a lens prescription change is needed after glasses are made, we will not be responsible for any charges incurred.
8. **Warranty:** We are happy to service all of our products and honor the manufacturer's warranty. Warranties cover manufacturer's defects under normal wearing conditions but do not cover accidental breakage, abuse or loss. Please confirm these policies and terms of any warranty with your optician.
 - a. **Contact lens warranty:** The warranty terms are established by the manufacturer and not by University of Maryland. All contact lenses must be prepaid. There is a \$10.00 shipping fee, per company, for shipping UPS ground to your desired location.
9. **Cancellation Policy:** Once the order is placed, the manufacturer will charge a fee for all cancellations. Eyeglass lenses and frames cannot be cancelled. Contact lens orders will incur a fee subject to the policies of the individual manufacturer.

10. **Frame Order:** If University of Maryland Optical Center happens to order a special frame that is not carried in the store for a certain patient and the patient decides that he or she does not want the frame after the order has been placed, then he or she is responsible for the shipping charges.