

# WELCOME TO OUR OFFICE

To ensure your safety and the safety of our staff, please read the following and complete the registration form prior to arriving at our office.

- Please keep your face covering on during your visit to our office.
- Upon your arrival, your temperature will be measured and your hands cleansed with hand sanitizer at the door.
- When you are finished with your exam and are interested in purchasing new glasses, please sanitize or wash your hands prior to ordering spectacles at the front desk.
- Let our staff know the style of frames that you are interested in and we will bring out frames to show you. We sterilize all frames after showing them.

**Co-payments are due during registration. Our staff will explain to you your applicable amount of co-payment. Our office accepts cash, check, Visa, Mastercard, Apple Pay and Discover Card.**

## **Office Accounting Policy:**

Payment for professional services are expected when services are rendered, unless other arrangements have been made in advance. A 50% deposit is required on all orders, and balance is due upon delivery. For all contact lens wearers, please note that there is a separate charge for your contact lens evaluation. Contact lens prescriptions cannot be released until the evaluation by the doctor is complete and fees paid in full. If eyeglass orders are canceled after the lens manufacturing process has started, or contact lens evaluation is canceled after initial visit, the patient is still responsible for 50% of the fees. There is a no-return policy after a spectacle lens, or a custom contact lens, order is placed. Please let our front office staff know if you have any questions.