

Return/Exchange Policy

Tomball Vision Clinic's policy is you have 45 days from original purchase date and product must be undamaged, clean and in brand-new condition for exchange or return.

Tomball Vision Clinic has a 30% restocking fee of the total items being exchanged or returned.

Optometric Financial Policy states that prescription lens, custom non-prescription lens and replacement lenses are made to your specifications, so we cannot reuse the lens for anyone else, if you return them. If you don't like the lens for any reason, you may return or exchange the lens within the allotted time frame of 45 days from original purchase date.

Remake/Exchange policy is that you are only allowed 1 remake/exchange of lens. * (**)

*Exchange meaning that you can downsize from a Progressive to any other type of lens (Single Vision lens, Bifocal lens and/or Trifocal lens) at no charge, but if you want to upgrade your lens you will have to pay the upgrade fee. Initials _____

**This policy doesn't cover any remake or exchange of any materials (lens or frames), just because you are having buyer's remorse. Initials _____

For Contacts: Contacts can only be exchanged if you purchased them thru Tomball Vision Clinic and the boxes are unopened and not expired.

Patient Signature _____

Date: _____

*However, if we do not receive payment from your insurance company/carrier within 30 days from original purchase date, you will be responsible for the total payment of your treatment fees and glasses/contacts purchase and collection of your benefits will be your responsibility to obtain payment from your insurance company/carrier.