

Our policies are brief and help make your visit run smoothly! They are in place to help us all remember to respect everyone's time and comply with insurance and medical standards.

**Please give us 24 hours notice** before canceling or rescheduling your appointment. Unfortunately, failure to do so may result in a \$40 missed appointment fee.

**Please arrive on time.** In an effort to stay on time and not make the next patient wait around, patients arriving more than 10 minutes late may be asked to reschedule. Our doctors do a great job of balancing the needs of each patient while staying on schedule. It's only fair; you don't like waiting either.

**Please limit cell phone use** to emergencies only. Beautiful siren of talk, text and data — you must be put away for the brief time you are within our Visionary realm.

**Insurance questions.** You have 'em, we try to answer 'em, but...the best place for you to start is with your Human Resources department or employer. They can answer questions about your specific policy. While we do our best to answer all of your insurance questions, certain information is needed to access your unique insurance coverage. We are required to abide by each company's rules and are not allowed to modify coverage, effective dates, etc. unless authorized to do so by your insurance company.

Please understand that **you are ultimately responsible for your bill.** Insurance coverage varies and you will be billed for any services or materials that your insurance company fails to cover.

Please understand that we **custom order your glasses and contact lenses.** Any orders cancelled on the same day will be charged a 10% restocking fee. Refunds will be issued in the same form as the original payment. Orders cancelled the next day or later will be charged a 20% restocking fee and issued a store credit only.

**We stand behind our frames.** Sometimes glasses are in the wrong place at the wrong time. If your frames break, bring them in so we can determine whether they can be repaired. If it's the result of a manufacturing flaw, we'll fix them for you at no charge, or replace them within one year of purchase. We will do our best to repair your glasses on the spot.

**Our lenses guarantee.** Our opticians expertly adjust the frames to address common concerns of "fish-bowl" or difficulty adapting to complex prescriptions. If you are not completely satisfied with your vision, bring your glasses back within 30 days so we can modify your lenses.

**Notice to contact lens wearers.** Contact lenses are medical devices and are therefore governed by state and federal regulations. No retailer, optician or online service is allowed to dispense contact lenses beyond the prescribed refills, beyond the expiration date or to change the defining parameters of a prescription. To comply with FTC regulations, we require all contact lens wearers to use our patient portal. Your contact lens prescription is available (printable and downloadable) on the patient portal until that prescription expires. If you are unable to access the portal, please email the office, [info@visionaryyec.com](mailto:info@visionaryyec.com), and a copy of all current, valid contact lens prescriptions will be emailed to you. Contact lenses cannot be dispensed without a valid contact lens prescription. A contact lens prescription cannot be written for a patient under Illinois law until the doctor has completed the initial fitting and confirmed the prescription at the appropriate follow up visit. An annual eye examination by your doctor is required to renew or change a prescription.