



Cape Optical

## **Cape Optical Retail Sales Policies**

**Terms of Payment:** For any eyeglasses ordered, Cape Optical prefers payment in full at the time of the order. A minimum of a 50% deposit will be required before any order will be made and work performed in manufacturing your eyeglasses. Any remaining payments will be due when you pick up your eyewear order. For any contact lenses, full payment is required at the time of placing your order. Payment in full is required at the time of service for any goods or services rendered by the Doctor of Optometry located on the premises.

**Form of Payment:** Cape Optical accepts the following forms of payment: Cash, Check, major credit cards issued in the United States, and CareCredit. For major credit cards, Cape Optical currently accepts Visa®, MasterCard®, American Express®, and Discover® Card.

**Payment Plans & Financing:** Find something you like but unsure if you can afford it on your budget. We've got you covered with a special payment plan financing offer. At Cape Optical, we offer interest deferred payment plans offered through CareCredit®. These plans will allow you to make payments towards your purchase over 6 months with interest deferred if you make minimum monthly payment and full payment is received before the end of the interest deferred payment period. Ask any staff member for details on how to apply for CareCredit®. The application is quick and easy, and we usually have a decision for you within 5-10 minutes.

**Returned Checks:** Any personal or business checks accepted for payment that are subsequently returned by the bank for any reason (i.e. Insufficient Funds) will be subject to a bank charge of \$50 for the returned check. No exceptions can be made to this Policy as we are covering the fees that the bank charges Cape Optical for these returned deposit items.

**Police, Firefighter, EMS, Military & Veterans Discounts:** Cape Optical proudly offer a 10% discount for all active first responders (Police, Firefighter & EMS), all active federal law enforcement agencies (FBI, CIA, Homeland Security, Department of Justice), and all active or retired military service personnel (Army, Navy, Air Force, Marines, Coast Guard & DOD). This discount cannot be combined with any other discounts. Some product exclusions may apply. Please ask a staff member for additional details.

**Frame Repair & Adjustment Policy:** For our patients who have purchased their eyewear from Cape Optical, we will endeavor to repair and adjust your eyewear free of charge for the length of the serviceable life of your eyeglasses. For any customers, who have purchased their eyewear at any outside vendor, we will also attempt to adjust or repair your eyewear as you request, however, a nominal charge of between five (\$5 ) and fifty (\$50) dollars may apply depending on the service required. Also, since we can't stand behind the product of other vendors, any repair or adjustment will be done solely upon the customer accepting and acknowledging that they are solely responsible for any ensuing damage that may occur while the eyewear is being repaired or adjusted by Cape Optical. For any eyewear that in the sole opinion of the Optician is in poor or questionable condition, we may

require you to sign an “Eyewear Repair Release Waiver & Acknowledgment”. Basically, this will release Cape Optical of any responsibility or liability should the frame, lenses or eyewear break during the repair or adjustment process.

Cape Optical 20 Day Satisfaction Guarantee on Eyewear Frames: Our patients are the reason we are in business. We truly want you to be thrilled with any eyewear frame purchase you make at Cape Optical. If for any reason you are not satisfied with your eyewear frame purchase made in our Optical Lab within 20 days of the dispense date, just bring it back and we will gladly exchange your purchase. You can exchange any frame for a frame of equal or lesser value. If you chose a frame that costs more, just pay the difference. No refunds will be given for the price differences in an eyewear frame if you select a frame of a lesser value. No additional remedies outside this Satisfaction Guarantee on Eyewear Frames is available, as all sales are final and no cash refunds will be issued for any eyewear frames purchased at Cape Optical. Please see any additional applicable restrictions pertaining to Prescription Lenses, Contact Lenses and Progressive Lenses detailed in these Policies.

Manufacturer’s Warranty: Most of the frames that Cape Optical sells come with a standard one (1) year from the date of purchase Manufacturer’s warranty against defects in materials or workmanship. These warranties limit you to one free replacement of the product during the warranty period for these types of defects. Any warranty replacement will require a \$25 replacement fee to cover shipping, handling and optical lab servicing. Please be aware that these Manufacturer warranties do not cover breakage, accidental damage, or abuse of the product. Also, no manufacturer warranties are available on our Close Out, Clearance or Value Line frame products. If you have any questions, pertaining to what the warranty is on your specific product selection, please ask the Optician. Lens Manufacturers typically have a similar warranty on their product against manufacturer defect, but vary by type and manufacturer. Most standard lens manufacturers do not cover for scratches, with a few notable exceptions. Our premium lens products typically come with a 1-2 year manufacturer’s warranty against scratches. Please ask the Optician for the specific manufacturer warranties for the products you have selected for your eyewear.

Outside Prescriptions: Cape Optical will gladly accept outside valid unexpired prescriptions to make your eyeglasses. Within 30 days of the purchase date, any eyeglasses made by Cape Optical with an outside prescription will be subject to a 50% charge on the cost of the lens to remake any eyeglass lenses that are subject to a doctor prescription change. For any change in doctor prescription 30 days after the original purchase date, the patient will be fully responsible for the cost of any new lenses required to fulfill the change in prescription directed by the Doctor.

Internal Prescription Changes: Cape Optical will gladly remake your eyeglasses with new lenses at no charge that is required as a result of prescription change directed by our Internal Doctor of Optometry within 30 days of your purchase date. Any prescription change directed by the Doctor of Optometry after 30 days of the purchase date, the patient will be fully responsible for the cost of any new lenses required to fulfill the change in prescription.

Progressive Lenses – Patient Non Adaptive: In the event that a patient does not adapt to a pair of prescription Progressive Lens within 30 days of the original purchase, Cape Optical will remake the glasses into a standard pair of bifocal lenses or single vision lenses of similar quality at no additional charge to the patient. No refunds will be given for the price difference in materials.

Prescription Errors: Cape Optical will remake any eyeglasses at no expense to the patient if there is any error from the valid prescription specifications supplied by the patient at the time of the order. Any remake will be with a lens of similar attributes, style and quality.

Outside Optical Labs: Some insurance programs require that Cape Optical use outside optical labs for the manufacture of our patient eyeglasses. Since Cape Optical has no control over these outside labs, these outside optical labs will solely be responsible for the repair or replacement of your eyeglasses according to their own warranty and return policies and procedures. Cape Optical policies will be inapplicable when an outside lab is used to manufacture your eyeglasses. Furthermore, given that many of these outside optical labs have very high volumes of orders Cape Optical is not in a position to provide you with any assurance of how long it will take to complete your order and receive your eyeglasses.

Return Policy: Any refunds or credits will be issued in the same form of payment as was accepted for your purchase. Any purchases made by check will be issued a refund check by after 14 days from receipt of the returned merchandise. Any cash refunds will require a written receipt of the items purchased. Any returns items must be in good resalable condition with the original boxes, accessories and manuals for any refund or credit to be issued.

Eye Exam Services: No Refunds can be given on any Eye Exam Services or Goods provided by the Doctor of Optometry.

Contact Lens: Any returned product must be in the original unmarked boxes and in good condition for resale and must be returned within 30 days of the purchase date. If the boxes are damaged, marked or the general condition will not permit a resale of the product, no return credit will be issued. Opened boxes containing defective contact lenses returned within 30 days of the purchase date will receive 100% merchandise exchange. Any contact lenses not picked up at the office after ninety (90) days of receipt in the office may be subject to a \$10 per box restocking fee and return of the product to the contact lens distributor. Please note any shipping charges for online orders are non-refundable. For certain custom made contacts, the manufacturer may not permit any returns of product. In those instances, we will follow the manufacturer requirements for any returns of product.

Non-Prescription Eyewear: Any non-prescription eyewear returned within 30 days of the original date of purchase in good resalable condition, may qualify for a full refund minus a \$10 restocking fee.

Prescription Eyewear: Every pair of eyeglasses ordered from and made by Cape Optical is a custom order made specifically to meet the fit and choices of each patient. We offer every patient our 20 day Satisfaction Guarantee on any eyewear frames purchased at Cape Optical. For any prescription lenses, once they are cut to the eyewear frame, there is no return accepted on the lenses.