

Patient Office Policies

Bright Eyes Optometry
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Eyewear Return, Remake, and Exchange Policy

We thank you for your recent eyewear purchase at Bright Eyes Optometry. In the event that you need to return or exchange a frame or lens and/or are not completely satisfied with your vision please contact our office. The following conditions explain our return, remake and exchange policy:

1. For refunds and cancellations: Your eyeglass lenses are a custom prescription item. For order cancellations, you will be responsible for a 20% lab restocking fee based on your total retail balance and your vision benefits will not be refunded.
2. Balances: We require a minimum of 100% payment of your balance to start all orders.
3. Frame damage: All deluxe frames are warranted for manufacturer's defects for one year from the date of purchase. Frames that have been damaged by accident (i.e. dropped, chewed or scratched) may not qualify for a warranted exchange. Package frames warranty for manufacturer's defects is for one year. Budget or Value Line have no warranty on frames and lenses; however, we offer a courtesy \$50 frame replacement fee within 1 year of purchase.
4. Anti-reflective (AR) coatings are warranted for a one-time remake up to one year from the date of purchase. Premium AR coatings are warranted for one year from the date of purchase.
5. Glasses Prescriptions: Lenses may be remade at no additional cost within 90 days of order date if a patient is unsatisfied with their vision and the prescription is changed by the doctor. An office visit fee will be assessed if patient returns after 90 days from exam date.
6. Outside prescriptions that have been made to specification must be rechecked with prescribing doctor if patient is unsatisfied with their vision. A one-time remake within 90 days will be allowed if the prescribing doctor changes the prescription.
7. Progressive Lenses: If a patient does not successfully adapt to a progressive lens design, a remake to a bifocal or single vision design is permitted within 60 days. The remake will be at no additional charge but the difference in cost between the bifocal/single vision design and the progressive upgrade will not be refunded.

Contact Lens Returns and Prescription Policy

We thank you for your recent purchase of contact lenses at Bright Eyes Optometry. We will accept contact lens returns for exchange only, provided the following conditions are met:

1. Returned boxes/vials must be sealed and not previously opened. Each returned contact lens box must be in its original condition without damage and free of visible markings from a writing device.
2. Contact lens returns are accepted until one year from the date of purchase and cannot be returned or exchanged if purchased elsewhere.
3. Returns can only be made by the original purchaser of the contact lenses and all parameters of the returned products must match those that were originally sold.
4. Due to the custom nature of color custom lenses, these lenses cannot be returned.
5. Rechecks for contact lens prescriptions must be within 90 days of the exam date or additional contact lens fitting fees will be assessed.

If the above requirements have been satisfied a credit will be given to the patient's account which can be applied toward the purchase of additional boxes.

Optical Lab Frame Agreement - Patient Using Own Frame

Please be aware that Bright Eyes Optometry only warranties frames that are newly purchased. If you are using your own frame that was not purchased at the most recent exam there comes inherent risk that it could be damaged in the lens manufacturing an insertion process depending on its age and condition. Although the lab makes every attempt to avoid this, accidents can and do happen especially for frames that are older and have developed weakness.

Patient Signature _____ Date _____