Optical Policies:

We accept prescriptions from other offices. We unfortunately can not offer refunds on eye exam services or goods, including lenses, frames, sunglasses, and contact lenses. Store credit or in store exchanges will be given for any unworn frames and sunglasses. No exchanges on contacts once the package has been opened.

We do not check prescription or perform adjustments on eyewear that were not purchased at our establishment. Please take the glasses back to their original place of purchase for adjustments because if we accidentally break your glasses during an adjustment, we have no way of replacing the frame/lenses. If you believe that your glasses are incorrect and you have had your glasses made by another optical, please make sure take them back to the optical that made the lenses first to check the measurements as human/lab error is the most common issue that we have encountered.

Spectera, VSP, and Davisvision patients: we are not responsible for frames that are lost or damaged by these insurance sponsored labs. In these cases the lab will be responsible for the replacement or the repair of your eyewear. There are no exchanges or returns under any circumstances on jobs done by any of these insurance sponsored labs. There is often a delay due to the high volume of glasses that these labs make, unfortunately we have no control over these delays.

Prescription Eye Wear:

Every pair of eyeglasses ordered from In Focus Optical is custom made to order. Therefore it is not In Focus Optical's policy to refund any products that are not resalable or returnable by the manufacture. We are happy to service all of our products and back up with a warranty for quality and workmanship from the manufacture. Warranties cover against manufactures defects under normal wearing conditions and do not cover for accidental breakage, abuse or loss. Warranties are in effect only for the duration offered by the manufacture. Warranty periods start at the time of order and are not extendable.

Doctors Changes and Non Adapts:

In Focus Optical will honor a one time Rx change made by the Doctor for 60 days following the original order. This is subject to a 20.00 handling fee.

In the event that a patient does not adapt to a pair of prescription Progressive eyeglasses within 60 days In Focus Optical will remake the glasses one time into a Standard Bifocal at no additional charge to the patient and no refund will be given for the price difference in materials.

Contact Lenses:

Many Disposable Contact Lenses and Planned Replacement Contact Lenses are returnable for store credit if returned within 45 days from the date of order. The boxes must be unopened and in resalable condition. This is subject to a 5 dollar handling fee for returning the unused lenses.

Most RGP and Daily Wear Vial Contact Lenses have a 45 day to 75 day warranty from the date of order and are returnable for a refund of store credit. Vials must be returned with the contacts and all lenses must match the micro barcode imprinted in the lens to receive refund or credit.
Custom Contacts and Keratoconus Lenses:

Even though Custom Lenses are very expensive most are not returnable or refundable. If the manufacture allows any such returns we will pass it along to the patient. Some manufacturers only offer a 50% credit if the order is changed or cancelled and any additional cost are the responsibility of the patient.

Warranty Limitations:

Please note Warranties are available only as the manufactures policies permit, so In Focus Optical and your Doctor do not have the ability to change or make exceptions.

Limitations on Liability:

We would be happy to have you use your own frame for your glasses prescription. There is a 25 dollar handling charge to use your own frame. Also unfortunately we are not responsible for lost, broken, or damaged frames. Often the lab needs to use a specialized instrument to remove the old lens when they replace it with the new one. This can damage your old lenses and these damaged lenses cannot be returned to you.

Where are my glasses?

Many insurance plans require us to use a specific laboratory in order to fill your glasses prescription. If you are a member of any of the listed insurances, please call their laboratory directly to check on your order.

Davis

Spectera

VSP

Any other insurance
Surgery with us
We strive to provide state-of-the-art, individually based, high quality surgical care

Patients enjoy substantially lower out-of-pocket costs by having surgery at Washington Pacific Eye Associates. According to a recent report to Congress, Medicare co-payments paid by patients are typically $300 less per eye for cataract surgery in ambulatory surgery centers like the centers that we use.

Please keep in mind the following after all surgeries

You will be given instructions for post-operative care before you leave. Take only medications prescribed by your doctor for the first 24 hours following surgery.

If you have received general anesthesia or intravenous sedation:

• Gradually proceed to a normal diet.
• Remember that it is normal to feel a little dizzy or sleepy for several hours after your surgery.
• You should go directly home and rest for the remainder of the day.
• A family member or friend should be with you throughout the night.
• For your own safety, do not plan any activities for the day after surgery.

No matter how well you feel during the first 24 hours following your surgery, DO NOT:

• Drive a car
• Take public transportation alone
• Drink alcoholic beverages
• Sign legal documents
• Make important decisions
• Care for a dependent person
• Use power tools
• If you have received local anesthesia:
• You may return to normal activities except those mentioned by your doctor.