

NOVA Premier Eyecare's Office Policies and Warranties

Your satisfaction is extremely important to us, and we will do whatever possible to ensure that you are happy with your examination and any purchases.

Please review our office policies:

- Discuss insurance coverage issues with your company's human resource personnel. Determine the extent of your medical and/or vision insurance coverage. They both cover eye care and can be used in conjunction with each other.
- Take note that 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.
- You will be billed for any services or materials that your insurance company fails to cover. You are ultimately responsible for your bill.
- Our office **DOES NOT** issue refunds. As glasses are custom made for the individual, our suppliers will not refund us the costs of lenses once they are made or frames that are used.
- Most frames in our office are backed by a one-year replacement (manufacturer's defective) warrantee policy.
- If you are unhappy with your glasses for any reason, we will be happy to remake them in a frame of equal value one time within 60 days.
- We will replace your eyeglass lenses ONE time for one of the following three reasons:
 - Customer satisfaction within 60 days from original date of order
 - Doctor's change within 3 months from original date of order
 - Scratching/chipping within 6 months of original date of order
 - We provide free shipping when you order 4 or more boxes of contact lenses.
- We will issue an office credit or exchange for any unopened boxes of contact lenses if your prescription changes during the life of the original contact lens prescription date.
- We will supply you with a pair of trial contact lenses if you run out prior to your next exam and/or if you are waiting for your order to arrive.
- We will offer you additional rebate savings when 6 months or greater supply of contact lenses are purchased.

Our Services

Comprehensive eye examinations, including but not limited to the detection of diseases such as Glaucoma, Cataracts, Macular Degeneration, Diabetic Eye Disease, Hypertensive Retinopathy, and Allergies

Treatment of eye diseases, including but not limited to disorders such as Conjunctivitis or “Pink Eye,” Eye Allergies, Foreign Bodies, Corneal Abrasions, Glaucoma (co-management), and pre- and post-operative care for Cataract surgery.

Contact Lens Services

- Evaluations, training, follow-up care
- Bifocals, astigmatism corrections, disposables, difficult to fit patients

Eyewear consultations for any needs

- Titanium, flexible titanium, stainless steel, and rimless frames available
- Fashion, sports, computers, etc.
- The latest designer styles for glasses and sunglasses

Newest technology in lenses

- Thinnest, lightest lenses available
- Anti-reflective/non-glare coatings (the most durable and smudge resistant coating available)
- Polarized lenses (available in prescription and non-prescription)
- Transitions lenses that change to sunglass dark outside, and change back to virtually clear inside
- 4th generation, digital and high-definition, progressive addition lenses (invisible/no-line multi-focal lenses)

Pediatric Optometry

- Infants and children
- First eye exam is recommended at age 6 months

Laser Refractive Surgery

- Consultations
- Co-management
- Other refractive surgery options

**** If you have any eye emergency or have an immediate question, please call the office directly.**