



General

1. All contact lenses of all types and contact lens checks are paid for in advance.
2. Contact lenses are supplied with a strictly limited exchange policy by manufacturers. Unopened and undamaged lenses in their original unopened and undamaged boxes (does not include the postage box) may be returned for credit within one month.
3. Lenses not returned to the practice within that time are deemed to have been accepted.
4. Any lenses returned to the practice after one month regardless of condition will not be credited. Do call us if you are receiving too many lenses so as not to build up a backlog. Always make sure you are using your lenses at the recommended replacement interval.
5. Any changes to your lens parameters recommend by your optometrist will be made automatically at your next supply of lenses.
6. It is your responsibility to contact us when you have 2 weeks of contact lenses left to re-order, if you are not on an automatic shipment.

Termination

1. You can terminate your contract at any time by contacting the

practice to cancel your direct debit

2. Any monies paid are non-refundable but can be applied to your Buchanan Optometrists account as a credit to use at Buchanan Optometrists
3. If you cancel your direct debit without notice, any monies paid are non-refundable
4. You may be liable to pay for additional examinations you have had in the past. Our contact lens vision care plan sometimes allows for additional consultations at no charge.
5. Any lenses you receive when not on the plan will be charged at the non-discounted rate.
6. Buchanan Optometrists will calculate your payments made against your consultations and your supply of contact lenses and their decision is final.

Delivery

1. Lenses are either collected from the practice, posted out to you from the practice or delivered directly from the manufacturer. Some lenses do not fit through a regular letterbox so you may prefer to collect them. We can advise you if your lenses will fit through a letterbox before posting them.

Extra disposable lenses

1. We are happy to replace the

occasional disposable lens or lenses due to damage or loss or simply provide you with extras at no charge. This is subject to a fair use policy. If we deem you to be using an inordinate number of lenses, we reserve the right to charge you for these extras.

Part time daily disposables

1. Daily disposable may be supplied automatically at regular intervals or only at your request. Batches of lenses can be paid for at the point of ordering or added to your direct debit over an agreed period. Our prices are discounted if you pay by direct debit.

RGPs/Non disposable soft lenses

1. Your lenses are replaced automatically as part of your Contact Lens VisionCare membership at regular monthly six monthly or yearly intervals. You may keep any old lenses as spares if they are deemed suitable.
2. As a Contact Lens VisionCare member you may buy replacement/extra lenses at 30% off the full price. Any purchase of additional lenses does not affect your normal lens replacement schedule.