

McMinnville Family Eye Care
2185 NW 2nd Street, Suite B
McMinnville, OR 97128
(503) 435-1231

Payment Policy

- All accounts are due and payable in full at the time of service, unless prior arrangements have been made with our office. If we are billing insurance, a co-payment and/or any out of pocket expenses will be due at the end of your visit.
- We accept most major credit/debit cards. There is a charge for all returned checks, that charge will vary depending on fees the bank imposes. After 90 days without payment, your account is considered delinquent and will be sent to collections. All accounts sent to collections will be charged a processing fee.
- We can bill your primary insurance company with whom we have a contract when complete billing information is provided to us prior to the appointment. In most cases we are not able to bill a secondary insurance company. You will need to contact your secondary insurance about reimbursement. We cannot accept responsibility for collecting an insurance payment after 60 days or for negotiating a disputed claim. You will receive a statement from us for any balance due after your insurance company has made payment. This balance is due upon receipt.

Return Policies-Prescription Eyewear

- There are no refunds at McMinnville Family Eye Care. We work hard to deliver your orders as quickly as possible. Once we collect payment from you, your order is processed and may not be cancelled. All sales are final.
- If your prescription from McMinnville Family Eye Care should need to be changed within 60 days of your exam, we will replace your lenses one time at no cost.
- Frames have a one year warranty against manufacture defects. This does not include mishandling, abuse, breaking, or scratching. If your frame does have a defect, you will receive a replacement frame of the same model number.
- If your frame/lenses are lost or stolen within 6 months of purchase we will offer you a 30% discount on a new pair of equal or lesser value then the original order
- Any unclaimed orders will be returned to stock after 90 days with no refunds.
- If you feel like your contact lens prescription has changed, you have 60 days from the original exam date to return for a new fitting. Any un-opened boxes of contacts from the original prescription can be exchanged. If you do not return before that 60 days is up, you will need to pay for a new fitting. No refund can be given on purchased contacts which have been opened, damaged, or marked on.

By signing below, you acknowledge and agree to the Payment and Return policies.

Name _____ Date _____