

## **CHADWICK OPTICAL POLICIES**

### **Warrantees: Scratch Coat, Progressive, Etc.**

Warrantees are forms of insurance, which add to the cost of goods. We have not built warrantees into our pricing structure. If you, as a provider, wish to warrantee products provided by us to the end user, please feel free to do so and build into your pricing structure. If you insist on a warrantee, **we will need to negotiate a higher price based on your requirements.** Please negotiate these prices **in advance** of requesting quotes or placing orders.

### **ANSI Standards**

ANSI guidelines were designed to cover 99% of prescriptions. Please keep in mind that most of Chadwick's work encompasses the 1% that falls outside of these recommendations. These are prescriptions that most other labs are incapable of processing.

### **General Return Policy**

All remakes will be billed at full price. Credit will be determined and issued upon return of original invoices and lenses.

### **Frame and Stock Prism Spectacle Returns**

Special order frames are not returnable. All stock frames, prism spectacles, and parts returned will be assessed at a 25% restocking fee. Credit will be issued upon return of original invoice and goods in resalable condition and in original packaging. Goods are not returnable after 90 days from the original invoice date.

### **RX Acceptance**

Please carefully inspect RX upon receipt. If an uncut is ordered, additional processing in your lab will be deemed accepted by you. Doctor's changes within 60 days will receive a 25% courtesy discount on the lesser of the two invoices.

### **Errors**

Defects in materials or workmanship should be reported on receipt of RX and will be corrected at no charge. Phone errors will receive a 25% discount. RX's are read back for accuracy. Please listen carefully to the read back. Refer to the general return policy for processing. We prefer faxed orders to assure accuracy.

### **PHI Charges**

Each invoice will include postage and handling charges: \$1.50 for standard shipping in the northeast region. Outside the northeast, goods will be shipped by UPS or Priority Mail and billed @ \$5.00. If you require special methods of shipment you will be billed our costs as well as a modest handling fee. Shipping costs are subject to change based on various carrier rates.

### **International Shipping**

The sender must be responsible for tariff and duties costs for incoming international shipments. If a Shipping company calls asking Chadwick to accept the package and associated costs, we must decline the package. Shipping companies rarely provides the Sender's name and as a result we can't accept incoming international shipments duties and tariff costs.

### **"Mail to Patient"**

To assure the highest standard of patient care, we believe that all Rx's should be verified for accuracy and adjusted on the patient at the provider's office. Therefore, we strongly discourage the practice of mailing directly to the patient. We will do so at provider's request, via UPS only, at prevailing UPS rates in addition to a \$10 handling charge.

### **Cancellations**

Any RX cancelled while in process will be billed for materials and labor incurred up to the point of cancellation. Many RX's made by Chadwick Optical, Inc. require specialty blanks from various manufacturers. Special order lenses cannot be cancelled after an order has begun its process. You may request the lenses in their unfinished state to be sent to you, however, it is our sole discretion as to what the process charge will be. Orders on hold for over three months will be automatically cancelled. If you wish to reinstate the order at a later date, the materials may be returned to us for completion.

### **Quotes**

Custom lenses requiring quotes also require a high competency level from both Chadwick staff and your clinical staff to negotiate the appropriate design for the patient. Ease of doing business with educated providers will reflect positively in the prices quoted to your office. Prices quoted on a given design will remain in effect for 90 days. Any design change will require a re-quote.

### **A/R, Drilled Rimless, Etc.**

As a low vision laboratory the call for these services is minimal. We sub-contract them, adding to cost and lead-time. In the interest of prompt service to your patients we suggest that we send these lenses to you in uncut form and you forwarding them to your standard laboratory for further processing.