



# Terms & Conditions

## Contact Lenses

### Benefits

1. The contract entitles you to all the services provided by Cameron Optometry Limited including all examinations, tests, treatments and procedures necessary to maintain the health of your eye unless explicitly excluded from Vision+.

2. Contact lenses are supplied at 20% discount on the standard price. The current contact lenses price is available on our website. We review our prices regularly to ensure you are getting the best value.

3. Family cover: Children of Vision+ members in full time education are entitled to any necessary eye health scans at no additional charge. Children of Vision+ members receive a 10% discount on their own monthly membership fee should they sign up in their own right.

4. Any purchase of glasses frames and/or lenses are eligible for a 25% discount. This discount cannot be used in conjunction with any other offers or discounts that you may be eligible for.

5. Accidental damage cover is provided with any complete pair of glasses purchased (new frame and lenses purchased together). For the lifetime for the prescription (valid for 2 years) an exact replica pair of glasses may be provided at 50% of the original cost. No change in prescription, lens measurement set up, frame model or colour is permitted and no new measurements will be taken. Only where an exact frame is no longer available, you may choose another colour in the same frame. Only where there are no other colours available, you may select a new frame of the same or lower value (no rebate will be given for a lower value frame). You will be required to pay the difference in cost if you select a higher value frame. If only the lenses are damaged, these may be replaced

(one or both) in the originally purchased frame at the same 50% discount.

6. Interest free credit is offered to all Vision+ members. New purchases of glasses (frames and/or lenses) can be divided over 3 or 6 months and added to your direct debit at no additional charge.

7. Your entitlement is with Cameron Optometry alone. If you are referred for specialist examination or treatment to another practitioner who provides services independently of Cameron Optometry, you will be responsible for the other practitioners fees

### Payment

1. Payment for Vision+ is by monthly direct debit. This is usually drawn on or around the 15<sup>th</sup> of the month. Your liability to pay the monthly fee continues until the contract is ended in accordance with these conditions. Payment for goods and services is always in arrears.

2. Alteration of monthly payments. We may alter your monthly fee at any time but you will be given 2 weeks notice of any changes. The net amount payable each month will vary according to any additional purchases you add to your monthly direct debit, such as glasses purchases. Any changes will take effect from your next due payment date.

3. We will review our prices annually and your fees or products prices may go up or down at this time. We will inform you of any change in accordance with the rules above.

4. If the monthly fee is unpaid one month after it is due, Cameron Optometry may end the contract immediately by giving you written notice to that effect. You will still be liable for all sums outstanding.

### Your responsibilities

1. You must provide at least 24 hours notice if you are unable to make an appointment. Thereafter, you must keep any appointments and pay any 'missed appointment' fee reasonably charged should you fail to do so.

2. You must also attend when requested for regular eye examinations under your entitlement in the contract and promptly inform us of any injury, problem with your ocular health or glasses/contact lenses or any other material matter affecting you; and if you fail to do any of this you will be liable to pay any reasonable charges which would otherwise have been avoided.

### Variation & Termination

1. There is a 12-month minimum contract period. You may end your contract on payment of any outstanding sums due by giving not less than 21 days notice. Cameron Optometry may end the contract by giving you 21 days notice after 2 months. Early termination of your contract will result in the payment to Cameron Optometry Ltd of all discounts given whilst registered with Vision+.

2. These conditions may be varied on one month's notice. The latest terms and conditions are always available on our website ([www.cameronoptom.com/terms](http://www.cameronoptom.com/terms)).

3. If you do not wish to continue the contract having been informed of any changes, you may end it as mentioned above. If you do not do this by the time the notice expires you will be deemed to have accepted this variation.



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## Contact Lenses

### Contact Lens specific

#### General

1. All contact lenses of all types are paid for in arrears from the date you receive them.
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 1 month.
3. Lenses not returned to the practice within that time are deemed to have been accepted and must be paid for in full.
4. Any lenses returned to the practice after 1 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.

#### Termination

1. Upon leaving the scheme you are required to pay for any lenses you have accepted in full (see above for definition).

#### 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.

#### RGPs/Non disposable soft lenses

1. Your lenses are replaced automatically as part of your Vision+ membership at regular monthly or yearly intervals. You may keep any old lenses as spares.
2. As a Vision+ member you may buy replacement/extra lenses at 50% off the full price. Any purchase of additional lenses does not affect your normal lens replacement schedule.
3. As lenses are paid for in arrears, cancellation of the contract can only be at the end of your replacement interval before your lenses are renewed. If you are unsure of when this is, please contact us.
4. If you wish to leave the scheme before this, you are required to pay the remaining balance on your account for any lenses you have accepted.