

Internet Eyeglasses

You have a right to your eyeglass prescription and as a patient at the University Eye Institute (UEI), you will always be provided with a copy. We hope you will obtain your eyeglasses from our office; we believe we offer the best value available when you consider service, quality and price. If you decide to shop elsewhere, we certainly understand and we will be pleased to provide your ongoing eye and vision care.

Local opticians and optical shops generally do a good job of filling our prescriptions, but we have some potential concerns with the use of eyeglass vendors over the Internet. Fitting eyeglasses properly involves precise measurements, unbiased advice, based on your particular needs, as well as skillful adjustments of the frame and lenses. Since Internet vendors do not actually meet with you in person, they can't provide those services. We provide all the necessary optical services, at no additional cost, for patients who buy eyeglasses at the UEI, but we can't provide them for glasses purchased elsewhere.

To avoid confusion and disappointment with glasses obtained outside of our office, here is a list of services we provide and those we do not. Please check with the eyeglass vendor to determine return and refund policies in the event that problems should occur.

We can provide only two technical services for eyeglasses purchased outside of our office:

- **PD or pupillary distance – a measurement of the distance between your eyes taken with a pupilometer, not a ruler. This measurement will be given with your eyeglass prescription upon request.**
- **Prescription verification – we will verify the basic lens parameters in new glasses to see if they match your prescription. This verification will be performed at no charge. We cannot troubleshoot optical measurements taken by others. Visual problems may result if a correct prescription is made with inaccurate optical measurements. Correction or changes in the glasses will be up to you and the eyeglass vendor.**

The following services or measurements can not be provided if you purchase glasses elsewhere. These measurements should be taken by the person selling the glasses.

- **Seg height**
- **Vertical optical center**
- **Eye and bridge size**
- **Temple length**
- **Frame model and color**
- **Lens materials and index**
- **Multifocal design and brand**
- **Optional lens features – such as tints, coatings, etc.**
- **Eyeglass dispensing adjustment**
- **Education and training on lens and frame features and care**
- **Ongoing adjustments**
- **Minor repairs**