

IMPORTANT NOTICE

We are taking this opportunity to clarify Davis Vision's policies regarding the replacement of scratched spectacle lenses. Davis Vision will replace, within one year from the original dispensing date*, spectacle lenses that have become scratched to a degree that significantly compromises the cosmetic appearance or optical performance of the lens, ONLY if the Scratch Resistance option was selected and paid by the patient at the time of the original order or if the option is covered in full within the group's benefit design. It is important to note that this policy applies to ALL lens types and materials. Therefore, any of your Davis Vision patients who have a history of mishandling their eyeglasses or are concerned about the possibility of developing scratches on the surfaces of their lenses should be informed of the potential benefit of selecting the Scratch Resistance option and, if selected, the applicable charge should be collected from the patient. Whenever the Scratch Resistance option is selected and the applicable charge collected on any lens type or material at the time of the original order, your office will receive the corresponding additional dispensing fee (surfee) from Davis Vision. No surfee will apply if the Scratch Resistance option is covered in full under the group's benefit design. Only if the Scratch Resistance option was selected in the original order and paid for by the patient or if the option is covered in full within the group's benefit design will Davis Vision replace the lenses due to scratches within one year from the original dispensing date.

** Dispensing date is assumed to be 10 days after the date shipped from the Davis Vision laboratory.*