



806 Landmark Drive, Suite 114, Glen Burnie, MD, 21061
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Eyeglass Insurances & Warranties Hours of Operation

Monday:	7:00 am – 7:00 pm
Tuesday:	8:00 am – 5:00 pm
Wednesday:	7:00 am – 7:00 pm
Thursday:	7:00 am – 7:00 pm
Friday:	7:00 am – 5:00 pm

OPTICAL APPOINTMENTS REQUIRED GIVEN COVID-19

Tarantino Cho Eye Center will do adjustments, check screws, and help maintain your eyewear for the life of your glasses. Together we can work to keep your glasses comfortable and in good condition between purchases. To help get the most out of your eyewear; we do not recommend: using paper products on your lenses (unless Kim wipes), taking them off with one hand, or using super glue for repairs as they all can cause immediate damage or damage over time.

Tarantino Cho Eye Center participates with many insurance companies, and we will help determine and explain your benefit/s. For insurances with allowances or reimbursements, should the insurance company not pay their anticipated dollar figures in full then you may receive a bill for the difference. If you have multiple plans, we will help determine the greatest savings to you and can even help you with self-submitting to multiple plans.

Post cataract surgery patients with Medicare are our only exception to the above, as this is the one time the insurance companies view glasses as medical rather than routine vision. For these patients we will bill the primary and secondary benefits when Medicare is primary. Medicare patients, if your deductibles have not been met or your insurance (Medicare or supplemental) does not pick up their anticipated portions you will be billed for these items. These benefits expire 1 year after the surgery date.

Tarantino Cho Eye Center purchases include a one year, one-time replacement warranty on frame and lenses purchased with our practice given the following considerations:

- Manufacturer warranties for defects in the products purchased, such as: structural design issues, hinge issues, flaws in coatings, and so forth.
- This does not include the following: loss/theft, flagrant misuse, pet damage, or damages not considered a manufacturing flaw.
- Product does need to be returned to manufacturers when warrantied, and the frame and lab manufacturers are responsible for the final determination of whether a product is defective before replacing (including some insurance companies).

Doctor changes will be honored within the first 30 days from the time of dispensing, which is considered to be within 5 business days from our first notification. However, we do recommend giving your new glasses 1-2 weeks to get used to them. Remakes will include all of the same features of your original purchase and may include a frame change in within the first 30 days.

First time Progressive Lens Wearers (also known as No-Line Bifocals and Variable Focus Lenses) will carry a 90 Day, Non-Adapt Warranty (60 Days for Davis Vision Comprehensive Patients). So if you try them, but find the lens design is not for you we can change it! There is no refund for the difference in cost of going into a Single Vision, Bifocal or Trifocal design. However, there is also no additional fee for this non-adapt lens design change.

Prior to ordering, if you have concerns about appreciating your custom new glasses we recommend trial framing first. Prescription glasses are custom made for each individual, specially ordered for each patient based upon the customization they request and require. **Therefore, any cancelled job will be subject to a forfeiture fee, up to 50% of the initial cost, to cover the cost of these materials.** These materials are purchased upfront on your behalf and cannot be cancelled once started.

Tarantino Cho Eye Center may allow the use of a patient's own frame after examining each frame on an individual basis, but it is always considered at risk. Over time materials can be weakened or damaged, some of which may not be visible to the naked eye, and it is for this reason that the lab and our office cannot guarantee any worn frames or frames not purchased with our practice. The lab also reserves the right to decline the use of any frame. With that said, all parties will take the best care of your glasses possible.