



## Patient FAQ

### Placing Orders

#### Is your website secure?

Yes. When the browser opens a secured website, *https* can be seen in the URL instead of just *http*.

#### How do I place an order?

1. Select your brand from the “*Select Your Brand*” menu, or click the “*Find Your Contacts*” button in the middle of the page
2. Click on your product once you have located it
3. Fill in the patient name, as well as, prescription information
4. Click the “*EyeSubscribe™*” box or the “*Text2Order*” box if you would like to enroll in auto delivery
5. Add your order to your shopping cart
6. Review your cart, if accurate, click “*Continue*”
7. Choose whether you would like to sign in to an existing account, or create a new account
8. Enter your billing and shipping information
9. Choose shipping method and enter payment information
10. Select the “*Complete Order*” button to complete your transaction
11. Print the order confirmation page for your records

#### What If I don't see my brand?

Click the “*Select Your Brand*” drop down menu, or you may click the “*Find Your Contacts*” button in the center of the home page.

You may also search by brand or keyword in the search box.

#### How do I order if I wear a different brand in each eye?

1. Select the brand for your RIGHT eye from the “*Select Your Brand*” Menu
2. On the ordering page fill in the prescription information and quantity for your Right eye only
3. Click on the checked box next to the order line for your LEFT eye. The check box should now be empty.
4. Fill in the patient name and add to your cart. You should only see your RIGHT eye in the cart
5. From the shopping cart, select “*Continue Shopping*” and find your brand for your LEFT eye in the “*Select your brand*” drop down menu
6. Repeat the same ordering process to add your LEFT eye product to the shopping cart.
7. Select “*Place Order*” and continue from Step 4 in “*How do I Place an order?*”

#### How do I remove items from my shopping cart?

On the view cart page you may click the drop down menu to change the quantity. Or you may click “*delete*” to take a product completely off of the order.

## Products

### Am I able to order gas permeable contacts on the website?

Gas permeable lenses are custom and are not available for online ordering. Please call our office and we can assist you in ordering your gas permeable lenses.

### Can I return my contact lenses?

If you would like return the lenses that you have purchased online, please bring them to our office along with the completed return form and your printed order confirmation. You may follow the below link to retrieve the return form, or you may refer to the Returns Policy in the “Help” drop down menu.

[https://www.wisvis.com/pdf\\_forms/web/Contacts\\_Return\\_Form.pdf](https://www.wisvis.com/pdf_forms/web/Contacts_Return_Form.pdf)

All contact lens boxes must be unopened, unmarked, and unexpired for return consideration.

## Prescription

### Do I need a prescription to place an order?

Yes, you do need a current contact lens prescription to place an order.

### How do I order if I don't have a copy of my prescription?

Finding the prescription is easy. By searching the box cover you can locate the prescription we issued you.



### What if my prescription is expired or I do not have a prescription?

A current prescription is required to place an online order. Please contact us for help in obtaining an updated prescription.

## Account Management

### How do I sign in if I cannot remember my password?

Enter your e-mail address first then click on “Forgot my Password.” You will receive an e-mail with your new password.

### What if I do not have an account?

You are able to complete your order as a “New Account.”

# ***International Orders***

## **Can I ship to an international address?**

You cannot place international orders online. Please contact our office to discuss other alternatives.

# ***Payment***

## **Can I use my FSA (flexible spending account) or HSA (Health Savings Account) to pay for my order?**

Yes, if you hold a MasterCard or Visa FSA or HSA credit/debit card, you may use it at the time you check out. Otherwise, please submit your order confirmation to your proper plan administration.

## **Do you accept vision insurance?**

Yes, please contact our office for options on how to utilize your insurance benefits.

## **What credit cards do you accept?**

We accept Visa, Mastercard, and Discover

## **How do I claim a rebate?**

Each manufacturer will have a different process for submitting. If the product you are purchasing has a rebate available, there will be a notification on the product page. You may click on "*View Rebate Information*" to get a full description, including how to claim the rebate.

## **How do I print my confirmation page?**

There is a print button with an icon at the upper right hand corner of the order confirmation page which is shown when your order is complete. You will also receive an order confirmation to the e-mail you entered during checkout.

# ***Order Status and Shipping***

## **How long does it take for my order to ship?**

After we have verified your prescription, standard delivery is approximately three to five business days. Custom lenses may take longer.

## **Can I place multiple patient orders, i.e. for my entire family?**

Yes, up to 10 line items (five family members) can be placed on one order.

## **Am I able to track my order?**

Please call our office if you would like an updated delivery status on your order.

## **What if my shipment does not arrive?**

If you do not receive your contact lenses within five business days, please contact our office.



### What is EyeSubscribe™?

EyeSubscribe™ is an option offered during the purchasing experience to allow you to enroll into a contact lens subscription service. By enrolling, you agree to receive an appropriate supply of contact lenses, on a predetermined reoccurring basis, based on the modality and package size of the product ordered.

### How do I enroll?

You are given several opportunities during checkout to enroll in EyeSubscribe™. Once when entering in your prescription for your selected contact lens and again in your cart. Simply check the box marked EyeSubscribe™ to begin the enrollment process. If you have selected that you would like to be enrolled, you will be given a final prompt before placing your order to verify that you understand you are enrolled in the subscription service.

You may also contact our office for more information regarding enrollment.

### How often am I charged?

Your card on file will only be billed as your lenses are shipped. You will never have to worry about paying one large lump sum all at once.

### What payment is accepted?

We accept *Visa, Mastercard and Discover*

### How often are my lenses shipped?

Shipments of your lenses are based on the modality and package size of the product ordered. Typically 5-7 business days before your supply runs out, the next order will process and ship. This will ensure that you will never run out completely.

<b>What is the modality of my lenses?</b>	<b>How often are my lenses shipped?</b>	<b>How many boxes do I receive annually?</b>
Dailies 30 Pack:	1 box per eye every <b>1 month</b>	24 boxes <b>annually</b>
Dailies 90 Pack:	1 box per eye every <b>3 months</b>	8 boxes <b>annually</b>
Dailies 180 Pack:	1 box per eye every <b>6 months</b>	4 boxes <b>annually</b>
2 Week 6 Pack:	1 box per eye every <b>3 months</b>	8 boxes <b>annually</b>
2 Week 12 Pack:	1 box per eye every <b>6 months</b>	4 boxes <b>annually</b>
2 Week 24 Pack:	1 box per eye every <b>12 months</b>	2 boxes <b>annually</b>
1 Month 6 Pack:	1 box per eye every <b>6 months</b>	4 boxes <b>annually</b>
1 Month 12 Pack:	1 box per eye every <b>12 months</b>	2 boxes <b>annually</b>

### How am I notified when my next order is going to ship?

You will receive notifications via e-mail when your next order is about to process. You may also enroll in text notifications if you wish.

### **How does *EyeSubscribe™* notify me and communicate about my orders?**

*EyeSubscribe™* will send emails/texts to you when an order was placed, an order is about to be processed, or if you cancel - if you consent to receiving emails/texts for order information.

You may choose to opt in/out of email/text communications by logging into their account, navigating to their profile, and unchecking "EMAIL ME ABOUT MY ORDERS" or "TEXT ME ABOUT MY ORDERS".

### **What if my prescription changes?**

If you are enrolled in *EyeSubscribe™*, you are not able to change your existing prescription. You will need to cancel your current subscription and create a new subscription with the updated information.

### **How do I cancel my subscription?**

You are able to cancel by logging in to your account and going to your profile. You may also call our office and someone would be happy to help you.

You may cancel at any time, with no penalty or fee.

### **I signed up, but have not been getting my emails?**

Please check your junk mail as the emails may have been flagged as spam. If you are not able to locate any emails in your junk mail, please call our office to get this fixed.

### **What will happen if my e-mail address changes?**

You will be able to make these changes by logging into your account and updating any information that is incorrect.

### **What if my address or payment method changes?**

You can log in to your YourStore account, go to the *Enrollments* page, and if you select your subscription you can edit both your address and the payment method.

### **What if I do not have a physical copy of my prescription?**

When placing your order, you will indicate the prescription for each eye. After you have placed the order, your Doctor will need to verify that the information is correct. Once your Doctor has verified that the information is correct, your order will be processed.

### **What if my prescription is about to expire?**

Fortunately, once your prescription is about to expire, your doctor will contact you to schedule your next appointment. You never have to worry about running out of contact lenses without being made aware that you are reaching the end of your prescription.

### **How long does my subscription last?**

Your subscription will continue until your doctor cancels. They will cancel if you are due for an exam, if there is trouble with your payment method, or if there is an error with the prescription. Alternatively, you also have the option to cancel your subscription on your enrollment page by logging into your account.

If you wish to ask further questions, please contact your clinic.

### **Can I place an order for only one eye?**

Absolutely, when placing your first order, you have the option to select if you would like the right eye, left eye or both eyes.

### **Where do you ship?**

Currently, we ship to the US and all APO/FPO/DPO US military locations.

You cannot place international orders online. Please contact our office to discuss other alternatives.

# Text2Order

## **What is Text2Order?**

Text2Order is an easy, convenient way to reorder—you'll never have to worry about running out of lenses! Fifteen days before you're expected to run out of lenses (based on your prescription), we'll send you a text reminder to reorder. Happy, healthy eyes made easy.

## **How do I enroll?**

We're glad you asked! Simply select the "Text2Order" check box during your shopping and checkout experience at our online contact lens store.

## **How am I charged?**

We will bill the credit card on file when your lenses ship.

## **What payment is accepted?**

We accept Visa, Mastercard, and Discover.

## **How do I change or update my credit card information?**

Easy! Simply go to the "Edit Credit Card" option in the Account dropdown.

## **How am I notified for my contact lens reminder?**

We'll send an order reminder text fifteen days before your lens supply is set to run out (based on your prescription). Simply reply to confirm (Y), deny (N), or snooze (S). Texts are sent to the phone number in your profile. No more last-minute ordering!

## **What if I no longer wish to receive Text2Order reminders?**

If you'd like to opt out of Text2Order reminders, just go to the Account dropdown menu on our online contact lens store. You can manage your enrollment in the "Enrollments" section. If you miss Text2Order, you can always sign up again during a future order.

## **What will happen if my phone number changes?**

We'll continue sending texts to the phone number in your account profile, so just be sure to update your number to avoid missing any reminders.

## **How will my orders ship?**

You'll receive your order based on your prescription usage (daily, weekly, monthly, etc.) and the package size of the product. Reorders will always ship out via standard shipping, even if the initial order was expedited. Since we notify you fifteen days in advance, you won't need to worry about running out of lenses.

## **What if I need to change my address?**

No problem! Just update your shipping address in the Enrollments section in the Account dropdown on our online contact lens store.

## **What do I do if my prescription changes?**

If your prescription changes, you'll need to cancel your enrollment and create a new one with the updated prescription. You may cancel on the Enrollments section in the Account dropdown, and place a new order with the Text2Order box checked in the ordering process.

## **How long do my Text2Order reminders last?**

We'll keep sending Text2Order reminder messages unless either you or our practice cancels the enrollment. Keep in mind, if you do not reply to any Text2Order messages for 30 days, your enrollment will automatically be cancelled. Don't worry, you can always re-enroll during a future order.

### How often will I receive reminders?

We'll only send texts when it's time for you to reorder. Timing is based on your specific prescription and modality (your lens wearing schedule). To ensure you always have a fresh pair of lenses, we'll send a reorder text fifteen days before you're scheduled to run out of lenses.

<i>What is the modality of my lenses?</i>	<i>How often are my lenses shipped?</i>	<i>How many boxes do I receive annually?</i>
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### What will happen if I don't reply to the text reminder?

We understand—sometimes messages slip through. We'll send another reminder message 5 days after the original notification. If you haven't replied after 30 days, we'll take the hint and automatically cancel your enrollment. Of course, you can always enroll again the next time you order lenses.

### If I elect to snooze the order, when will I receive another text reminder?

We'll send another reminder 5 days after you snooze. Rest easy—you can snooze 6 times.

### Where do you ship?

We ship to the US and all APO/FPO/DPO US military locations. Currently it's not an option to place international orders online. We can still ship internationally though, so please contact our office and we'll take care of you.