



Terms and Conditions

Eye examination

1. All private Eye Examinations will be charged and is non-refundable.
2. All supplementary tests will be discussed with the patient and if in agreement these will be charged an extra fee.
3. Eye care vouchers will be accepted for a basic eye sight test however an extra fee will be charged if the patient wants a more comprehensive full eye examination.
4. NHS eligible patients will be given an eye examination according to the NHS requirement by law.
5. Supplementary fees will be charged to NHS patients if extra tests are clinically advised by the Optometrist and the patient is in agreement.
6. All patients will be given their eye sight prescription if requested.
7. Emergency appointments will be charged a fee.
8. Contact lens check-up or new fitting is not part of the eye examination and will be charged accordingly, trials are issued free of charge.
9. 3 months of after care is included in the initial fee.
10. Contact lens fitting requires by law, a written update spectacle prescription by a qualified practitioner, before a fitting is carried out.
11. New Patients who require their contact lens prescription will only be given this once the Optometrist is clinically satisfied with the fitting of trials. The patient will have to purchase a minimum supply of lenses and have a final check before the prescription is issued.
12. Annual contact lens visit fee is available. This allows all check-ups with in that year at no extra charge.
13. Contact lens check-ups will be charged individually if point 12 is not agreed by the patient.

Sale and Supply

1. A 50% deposit is required on all orders
2. Dispensing fee is incorporated in all sales. This is 20% of the total cost of the sale (not including the examination fee) This is a non-refundable.
3. We will only refund if there is a manufacturing fault on the frame/ophthalmic lenses or contact lenses within 15 days of collection. The fault will be assessed to ascertain the fault before a refund is authorised. If there is no fault found, then the purchase in total is non-refundable.
4. Non tolerances to prescription will be considered if brought to our attention within 2weeks of collection. Drury Porter Eyecare will endeavour to resolve and satisfy.
5. If a refund is required, then the frame cost will not be refunded however the ophthalmic lenses will be refunded with a 20% Dispensing professional fee taken by the practice.
6. Once the order has been placed there is no refund for change of mind. In special cases this may be considered

NOTE : ALL REFUNDS REQUIRED TO BE CARRIED OUT BY CLINICAL DIRECTOR ONLY