

From: Heather Comfort
Sent: Wednesday, March 17, 2004 4:32 PM
To: CONTACTLENSRULE
Subject: Convenience of ordering contact lenses from alternate sources

Importance: High

I have been a contact lens wearer for more than 20 years. The ability to order contact lenses at my convenience from an internet resource has been a godsend! They are fast, convenient and reliable and their customer service is much better than what I get at the Dr's office. I just changed eye care professionals in June of 2003. They determined it would be beneficial to make one of my eyes a Toric lens. This change required me calling their office between the hours of 9:00am and 5:00pm, minus the one and a half hour lunch period in which case the answering service would tell me to call back at a certain hour. It took me numerous phone calls that were never returned - I had to keep contacting the office - and numerous \$35.00 "fitting" visits to pick up a new "trial lens" b/c once again the office is only open 9-5. Once we finally got the prescription correct it took me weeks to get my prescription from the Dr. even though I never saw him for the fitting, yet it took me two days from the time I ordered my lenses to get them from 1-800 Contacts.com (even during the busy shipping month of December). I never fear I will be out of contact lenses when I see I only have one or two in my possession b/c I know I will be able to order them and receive them at my home in a timely manner. I would be lost without their valuable service.

Thank you,
Heather Comfort