

Comment #750

From: IAN BANNEN
Sent: Thursday, March 18, 2004 12:16 PM
To: CONTACTLENSRULE
Subject: Prompt Service

To Whom It May Concern,

I am writing this in regards to a possible change in rules regarding prompt shipment of contact lenses. I am a current user of 1800Contacts and have always had great success in getting my contacts from them in a timely manner. Previously while ordering my lenses from my eye-doctor, the process took weeks; The doctor never had my lenses in stock because I have a Stigmatism and my lenses have to be Toric. I have never experienced that problem with 1800Contacts, because they order them direct, and are shipped the next day. I sometimes don't realize that I am out of replacement lenses and find myself suddenly out of contacts. In such cases it is always much more convenient to only have to wait a day or two as opposed to a week or two. Please consider the consumer when making such changes to the rules of trade.

Thank you.

Sincerely,

Ian L. Bannen