

Comment #917

From: Mhccorn
Sent: Thursday, March 25, 2004 5:15 PM
To: CONTACTLENSRULE
Subject: Penalty for choice of retailer

Providing a prescription is supposed to give the consumer a choice; however, I discovered when a lens needed to be ordered from the ophthalmologist because of time constraints, there was a monetary penalty.

In addition to paying \$105.00 for the lens, (\$56.05 more than from 1-800 contacts) I was told that an examination from the contact lens person was required before sending or picking up the lens because of having ordered from another company previously. This was an additional \$40.00.

My last refraction was January, 2004, no change in prescription, the contact lens person had seen me in August, 2003, and another appointment, according to him, was not necessary for a year.

I certainly don't want to antagonize my physician, but this seems to be an unacceptable covert way of telling a patient that the product purchased at a competitive price may affect vision detrimentally.

(The inserted lens was a 1-800 lens, unbeknownst to the person checking, and it was deemed in perfect condition, including fit and correction.)