

From: Steffani Tucker
Sent: Wednesday, March 17, 2004 2:34 PM
To: CONTACTLENSRULE
Subject: Fairness to Contact Lens Consumers Act

I just received an email regarding the Fairness to Contact Lens Consumers Act. I am appalled that the FTC is proposing a rule that would force me to wait days before my contacts are shipped out to me. I purchase my contacts online as a convenience and have peace of mind knowing that my contacts will be shipped to me as soon as possible. I work full time outside the home, have 3 boys and am currently going back to school. Convenience and freedom to order my contacts and know they are going to be shipped to me in a timely manner was an important, if not THE most important factor I considered when I started ordering lenses online. And now that is going to be taken away from me??? I do not understand the reasoning behind this rule.

Case in point, I travel in my current position. I was packing to leave on a business trip when one of my contacts tore. When I opened the cabinet to get another pair, I realized I was out. I immediately called the company I order my contacts from and explained to them my dilemma in needing to get another pair of contacts ASAP and that I was leaving early the following day for a business trip. I was so stressed as to how I was going to get these in time to leave for my trip. There was just no way they would shipped to me before I got on my plane. The customer service rep asked me if I knew the address of the hotel I would staying at. She offered to ship the contacts to my hotel with instructions to hold them until I arrived to check in. When I arrived in AZ the next day, my contacts were there waiting for me. Had they not been able to ship that quickly, I would have been out of luck and blind on my trip.

Please don't take this convenience away! With 3 boys, a lot of the things I do for myself, get done at the last minute. I at least have a peace of mind knowing that I can order my contacts online at the last minute, when I think about it at 2:00 in the morning and know that I can STILL get them the next day!

Sincerely,
Steffani Tucker
OK