

Frequently Asked Questions

Where should we go for future eye care or for help with a Vision Care product?

Vision Care is committed to ensuring your health needs are met. That is why we have arranged for Prime Eye Care to assist you. Only their four Valley locations will process Vision Care's special promotions until Sept. 30, 2018, and will handle manufacturers' warranties on eyewear purchased from Vision Care.

Existing appointments will be honored through March 23, 2018. If you have an order to pick up, you may do so through March 23 or have it shipped to a convenient location. If you have not notified Vision Care of any changes to your address, your product will be shipped to the most recent one on file during the week of March 26. Orders may not be canceled.

What day will the stores close?

March 23, 2018 will be the last day of operations for both locations.

When will the last appointment be accepted?

As of March 13, neither new appointments nor walk-ins will be accepted. Previously scheduled exams between March 13 and March 23 will take place at Vision Care. Exams scheduled after March 23 will be at Prime Eye Care.

I have an order being processed. Will my order be completed?

Yes. You can pick up your orders through March 23 or have them shipped to a convenient location. You may not cancel your order.

What if my glasses need adjustments or are not correct?

If your new glasses need adjustments, you can visit your Vision Care store for assistance until March 23. After that, you can go to Prime Eye Care, which has four locations in the Valley. These locations will help with fittings and service related to your Vision Care purchase, including manufacturers' warranties.

Will Prime Eye Care accept any of Vision Care's promotions?

Only Prime Eye Care will process Vision Care's special promotions until Sept. 30, 2018, and help with manufacturers' warranties on eyewear purchased from Vision Care. Simply mention that you are a Vision Care customer and mail (or email) the *Vision Care Reimbursement Form*.

For exams and purchases at Prime Eye Care:

- Vision Care will reimburse you for the cost of your routine eye exam: approximately \$57.
- You will receive \$150 off the entire purchase of your first complete pair of glasses.
 - For purchases of \$300 or greater, your \$150 off will be applied at the point of sale.
 - For purchases of less than \$300, a \$100 discount will be applied at the point of sale; you can submit the *Vision Care Reimbursement Form* to be reimbursed for your extra \$50 off.

You must mail in the *Vision Care Reimbursement Form* prior to Dec. 31, 2018. This will reimburse you for the difference between Prime Eye Care's fees and Vision Care's offer.

The 30-day Love It or Leave It policy remains in effect for purchases made between Feb. 8, 2018 and March 10, 2018.

Can I cancel an order I have in progress and get a refund?

If an order has already been processed (glasses or contacts have been made), it cannot be canceled. The staff at Prime Eye Care will be glad to help with fittings and other services.

Where is Prime Eye Care located?

- Prime Eye Care, 3201 W. Peoria Ave., Ste. D704, Phoenix, 602-944-7642
- Prime Eye Care, 300 W. Clarendon Ave., Ste. 150, Phoenix, 602-265-0343
- Prime Eye Care, 6343 E. Main St., Ste. B-7, Mesa, 480-832-0030
- Prime Eye Care, 1940 S. Country Club Dr., Ste. 102, Mesa, 480-834-6367

How can I request a receipt for a past purchase, or what if I have questions?

You may contact a Vision Care store associate at 602-358-0223 through March 23. Otherwise, you can contact us at CX@visioncareclub.com.