

## 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 locations will process Vision Care's special promotions until Sept. 30, 2018, and will handle manufacturers' warranties on eyewear purchased from Vision Care.

### **What day did the stores close?**

March 23 was the last day of operations for both locations.

### **I have an order, but wasn't able to get to the store before March 23. Now what?**

Any remaining orders that customers did not pick up were shipped to the address on file. Shipments were shipped the week of March 26. Orders may not be canceled.

### **What if my glasses need adjustments or are not correct?**

Prime Eye Care can help you with fittings and service your Vision Care purchase, including manufacturers' warranties. They have four Valley locations.

- 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

### **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 present 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 this 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.

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

Contact us at [CX@visioncareclub.com](mailto:CX@visioncareclub.com).