

General Account

How do I get *YourStore*™?

- Log onto www.wisvis.com and click on the Resources tab.
- Under the heading “*Web Info*,” click on “*YourStore*™ Agreement”
- Fill out the agreement and fax back to 800.294.3270
- A WVA Representative will contact you and assist in the *YourStore*™ activation.

Do I need a website to utilize *YourStore*™?

Yes, it is necessary to have a website (or a social media presence) in order to take advantage of *YourStore*™. *YourStore*™ offers a variety of options to customize your page to your liking. In the event that you do not have a website, WVA offers marketing services to assist you in building a modern, quality website. Please go to www.wisvis.com/marketing/galleries for more information.

How do I link *YourStore*™ to my website?

WVA will provide you a link that your web designer places into your current website. This link could be displayed as a button that your patients click to order contacts. They will automatically be taken to *YourStore*™ and may begin placing orders.

How are orders and prescriptions verified?

Prescriptions are verified on the www.wisvis.com website. After logging in you will see an order pending, created by “*Web User*,” in the Open Orders dashboard. Click on the order number to see the detail and billing information for your patient. Once you have verified the order is correct, click “*Submit*” and the order will be sent to WVA. You can then print the confirmation page for your records.

What does *YourStore*™ communicate to the patient?

YourStore™ provides an order confirmation e-mail to the patient. Also, you will be notified via e-mail when a patient has placed an order.

Will my Patient’s *YourStore*™ orders pull from my lens banks?

Yes.

Security

Is credit card information secure?

All credit card information is encrypted and submitted through a secure server. WVA does not keep any credit card information, per PCI DSS compliance.

Is *YourStore*™ a secure site?

Yes. When the browser opens a secured website, https can be seen in the URL instead of just http. WVA also employs a number of additional web application safeguards to help ensure security including vulnerability scanning, IDS/IPS systems, SSL certificates, risk assessments, performance metric monitoring, and more.

Payments and Costs

What credit cards are accepted on *YourStore*™?

YourStore™ accepts the following credit cards: *MasterCard*, *Visa*, and *Discover*.

How do charges appear on my statement?

Look for the charges to be labeled as *YourStore™*.

What costs are associated with *YourStore™*?

YourStore™ is a complimentary service provided by WVA.

When are prescriptions verified?

After your patient's credit card has been cleared, you will be notified by email that an order is pending your approval.

Are patients charged sales tax?

YourStore™ orders do not collect sales tax.

Is my account charged sales tax?

The account may be subject to a sales tax. Your WVA Sales Representative is available for further consultation.

Do *YourStore™* orders qualify for manufacturer promotions?

Yes, rebates are available for qualifying purchases through *YourStore™*. Patients have the ability to see the most current mail-in rebates when selecting their prescribed brand of lenses.

Who is responsible for charging the patient's credit card?

YourStore™ transactions are auto-processed via WVA's secure website.

What happens if the credit card is declined?

Your patient will be notified when they enter their credit card number that their transaction has been declined. They will have the opportunity to utilize a different card or reenter their card's numbers again.

Will my patient's credit card still be charged if I canceled their order?

Your patient's credit card will only be charged if you validate and submit the order on www.wisvis.com. If you choose to cancel the order, the card will not be charged.

How do I account for a *YourStore™* transaction since I do not process the credit card?

At the time you approve and submit the order to WVA, print off a copy of the order confirmation. Manually enter the transaction into your accounting system or POS. Mark the transaction as "*paid*" or "*complete*."

Your profit reimbursement for that transaction will follow on a separate memo.

What if I need further assistance?

Help can be obtained by either your WVA representative, WVA customer service at 1-800-747-9000 or by e-mail at yourstore@wisvis.com

Shipping

Are patients charged for shipping?

Your patient has the ability to choose a specified shipping method. Depending on the method chosen, the patient will incur the charge for shipping. Incentives for free shipping are initiated with a specific dollar amount.

Is my account charged shipping?

Yes, unless the order meets specific vendor free shipping initiatives.

HIPAA

Is YourStore™ HIPAA compliant?

You can work with us at WVA with confidence. We have partnered with HIPAA One® (www.hipaaone.com), a leading HIPAA Risk Management Firm since 2012, to verify compliance with the HIPAA Security and Privacy Rules.

The HIPAA One® Software as a Service (SaaS) manages the complex process of HIPAA Compliance and data security of sensitive ePHI through due diligence covering Physical, Administrative and Technical Safeguards.



WVA is registered with the HIPAA One® Certified Compliant Seal program.

Pricing and Profits

How do I know if my pricing is competitive?

WVA provides a quarterly Pricing Guide (found on the Resources tab at www.wisvis.com) to help keep you competitive with major Online retailers. In addition, your WVA Sales Representative is available for further consultation.

Can I set my own pricing?

Yes, you are able to customize pricing for all lenses offered by WVA.

How do I set my own pricing?

You can set your own prices by logging into www.wisvis.com and clicking on the *Manage YourStore™* tab. Select a Vendor from the drop down list. To define a price for a single-box, six-month supply, or annual supply, enter in an amount and click the "Set" button on the product line to finish. "Update" and "Delete" are also available.

How will I receive the profit for the sale since WVA collects payment?

WVA will reimburse your practice in the form of a credit on your monthly statement. You will be reimbursed for the profit earned on the sale. A 3% transaction fee will be assessed on the retail purchase amount.

Is there any reason not to fill a non-patient's prescription?

It is up to your practice to fill a patient's order through proper verification.

Will my patient's YourStore™ orders be calculated toward my monthly sales volume?

Yes, In addition those increases are communicated to manufacturers as well for rebates and other credit allowances.

What if I need further assistance?

Help can be obtained by either your WVA representative, WVA customer service at 1-800-747-9000 or by e-mail at yourstore@wisvis.com.

Manage Features and Customizations

How do I manage my YourStore™ features and customizations?

You can manage your YourStore features and customizations by logging into www.wisvis.com and clicking on the *Manage YourStore™* button.

Your YourStore site can be customized to match the colors, logo, and banners from your website.

You have complete control over the contact lens products offered on your YourStore site.

You can enable and disable Eyesubscribe/Text2Order patient reorder features and email/text reminders.



What is EyeSubscribe™?

EyeSubscribe™ is an option offered during the purchasing experience, to enroll the patient into a contact lens subscription service. The patient agrees to receive an appropriate supply of contact lenses, on a predetermined reoccurring basis, based on the modality and package size of the product ordered.

How does my patient enroll?

They are given three opportunities during checkout to enroll in EyeSubscribe™. Once when entering in their prescription for their selected contact lens and again in their cart. They simply check the box marked EyeSubscribe™ to begin the enrollment process. If they have selected that they would like to be enrolled, they will be given a final prompt before placing their order to verify that they understand they are enrolled in the subscription service.

They may also contact your office for more information regarding enrollment.

Will I need to verify my patient's order?

Yes, once your patient places an order, you will need to verify that the information is correct.

How often is my patient charged?

Their card on file will only be billed as their lenses are shipped. They will never have to worry about paying one large lump sum all at once.

What payment is accepted?

We accept Visa, Mastercard and Discover

How often are my patient's lenses shipped?

Shipments of their lenses are based on the modality and package size of the product ordered. Typically 5-7 business days before their supply runs out, the next order will process and ship. This will ensure that they will never run out completely.

<i>What is the modality of my lenses?</i>	<i>How often are my lenses shipped?</i>	<i>How many boxes do I receive annually?</i>
Dailies 30 Pack:	1 box per eye every 1 month	24 boxes annually
Dailies 90 Pack:	1 box per eye every 3 months	8 boxes annually
Dailies 180 Pack:	1 box per eye every 6 months	4 boxes annually
2 Week 6 Pack:	1 box per eye every 3 months	8 boxes annually
2 Week 12 Pack:	1 box per eye every 6 months	4 boxes annually
2 Week 24 Pack:	1 box per eye every 12 months	2 boxes annually
1 Month 6 Pack:	1 box per eye every 6 months	4 boxes annually
1 Month 12 Pack:	1 box per eye every 12 months	2 boxes annually

How is my patient notified when their next order is going to ship?

They will receive notifications via e-mail when your next order is about to process. They may also enroll in text notifications if they wish.

What if I want to enroll my patient in *EyeSubscribe*[™] today, but delay shipments for a later date?

You can delay EyeSubscribe shipments while placing a new YourStore EyeSubscribe Order for your patient. Near the top of that order page, you will have the option to select the preferred delayed subscription date.

How does *EyeSubscribe*[™] communicate to my patient?

EyeSubscribe will send emails/texts to the patient when an order was placed, an order is about to be processed, or if the patient cancels - if the patient consents to receiving emails/texts for order information.

Patients may choose to opt in/out of email/text communications by logging into their account, navigating to their profile, and unchecking "EMAIL ME ABOUT MY ORDERS" or "TEXT ME ABOUT MY ORDERS".

Is my patient able to make changes to their order?

Your patient is not able to make changes to an existing prescription, they will need to cancel their current subscription and create a new one with the updated information.

How does my patient cancel their subscription?

They are able to cancel by logging in to their account and navigating to their profile. They may also call your office if they would like to speak to someone.

They may cancel at any time, with no penalty or fee.

They are signed up, but have not been getting their emails?

Please have them check their junk mail as the emails may have been flagged as spam.

What will happen if their e-mail address changes?

They will be able to make these changes by logging into their account and updating any information that is incorrect.

What if they do not have a physical copy of their prescription?

When placing their order they will indicate the prescription for each eye. Once the patient places the order, you will need to verify that the information is correct. After you verify the information is correct, the order will be processed.

What if my patient's prescription is about to expire?

Once the prescription is about to expire, you will then cancel the current subscription and call the patient to schedule their next check up. They may then resume their subscription if they wish, by submitting a new order.

How long does my patient's subscription last?

The subscription will continue until you cancel one of the recurring orders for your patient. You may do so if your patient is due for an exam, there is a problem with their current payment method, if there is an error in the prescription, or if the patient asks to cancel.

For further questions please contact your WVA representative, WVA customer service at 1-800-747-9000 or by e-mail at yourstore@wisvis.com.

Can my patient place an order for only one eye?

Absolutely, when placing their first order, they will have the option to select if they would like the right eye, left eye or both eyes.

Where do you ship?

Currently, we ship to the US and all APO/FPO/DPO US military locations.

You cannot place international orders Online. Please contact our office to discuss other alternatives.

EyeSubscribe™ Returns Questions

What happens when the product that was ordered for my patient is damaged in transit?

Your practice returns it to WVA after it is received from your patient.

What if my patient wants to return their lenses?

Your patient must return their purchases to your office. At the point in which your patient returns the lenses, you issue them the retail credit for the purchase since you were reimbursed by WVA on your statement, less a 3% transaction fee. You may return the product to WVA for wholesale credit, given it meets the WVA Return Policy criteria.

Order Reminders

Can my patients receive reminders if they do not enroll in either EyeSubscribe™ or Text2Order?

For patients who want to order on their own terms, Order Reminders are a simple solution. Rather than an automatic EyeSubscribe™ shipment or an actionable Text2Order text prompt, your patient will receive an Order Reminder communicating that their supply may be running low and suggests it is time to place another order. Once an order is placed by the patient, your patient will receive updates regarding order confirmation and shipment details.

Note: Enabling Order Reminders for your account does not automatically opt patients in to this service. Your patient must still consent to receiving order communication for their orders.

Can patients opt out of Order Reminders?

Patients can't opt out of order reminders, they can only opt out of email and/or text communication by their communication consents. Order reminders are a global configuration managed by your staff. If order reminders are enabled, we will send a standard order reminder if no enrollments (Text2Order or EyeSubscribe™) are active on the order.

Text2Order

What is Text2Order?

For those who want easy and convenient ordering without a subscription, we offer Text2Order. Once enrolled, we'll send your patient a text message prompting them to reorder when they are nearly out of contacts (according to modality). Your patient simply confirms the order and we deliver contacts to their door.

How does my patient enroll?

You patient will simply select the "Text2Order" box during the shopping and checkout experience on YourStore. You can also enroll patients on their behalf at wisvis.com.

Can the office enroll the patient in the program?

Absolutely! Choose either of the following options: When placing a Ship-to-Patient order simply select the Text2Order check box. Or you can place a new Text2Order shipment from "Start New YourStore Order" dropdown on our Orders page.

Will I need to verify my patient's order?

Yes. After your patient places an order, we'll just need you to verify that the information is correct before submitting the order to WVA.

How is my patient charged?

Your patient's credit card will be kept securely on file and billed once lenses are shipped.

What payment is accepted?

We accept Visa, Mastercard, and Discover.

What if my patient would like to change or update their credit card on file for Text2Order?

Patients can easily update their credit card information using the "Edit Credit Card" option in the Account dropdown.

How is my patient notified for their reminder?

Reminder notifications are sent based on the patient's lens modality. Fifteen days before a patient's lens supply is set to run out, we'll send a SMS text message prompting a reorder. The patient will simply say YES to confirm, NO to cancel, or SNOOZE to snooze the order/notification.

What if my patient no longer wishes to receive Text2Order reminders?

We make sure Text2Order works for your patients by allowing them to manage their enrollment. At YourStore, your patient will go to the Account dropdown and select "Enrollments" to cancel.

You can also manage your patient's enrollment at wisvis.com on the Orders page. Then select "View Enrollments" followed by "Text2Orders to view and manage the patient's enrollment.

How will I be notified if my patient reorders through Text2Order?

We keep you informed of patient reorders by sending you a standard email notification as is done for all YourStore orders. You may also view the order in Open Orders on wisvis.com.

Also view Text2Order enrollments on wisvis.com > Orders > View > Enrollments > Text2Orders.

Is my patient able to make changes to their order?

No. Once an order is confirmed, the order cannot be changed. If an adjustment is needed, the original order must be cancelled and a new order must then be placed. Either you or the patient can cancel their enrollment and create a new one.

What do I do if my patient's prescription changes?

To make a prescription change, just cancel the original enrollment and create a new enrollment.

What will happen if their phone number changes?

Patients may update their profile, including phone number, at any time. Any notifications will be sent to the phone number stored in their account profile.

What if my patient's prescription is about to run out?

YourStore does not manage prescription expirations. Your patient will be sent a Text2Order message fifteen days before their order runs out to reorder. You may deny any outdated order requests from Text2Order patients.

How long do my patient's reminders last?

Text2Order reminder messages will continue until the patient or doctor cancels enrollment—or if the patient does not reply for 30 days. After that time the enrollment will be automatically cancelled.

How often will my patient receive reminders?

Text2Order reminder timing is custom-based off each patient's lens modality. Patients will be notified fifteen days prior to when their lenses are set to run out.

If the patient elects to snooze the order, when will they receive another text reminder?

Yes. The patient will be sent another reminder 5 days after they SNOOZE. They can snooze up to 6 times.

What if I want to enroll my patient in Text2Order today, but delay Text2Order reminders for a later date?

You can delay Text2Order reminders while placing a new YourStore Text2Order Order for your patient. Near the top of that order page, you will have the option to select the preferred delayed reminder date.

What will happen if my patient does not reply to the text reminders?

After the initial Text2Order reminder message, we'll send another text 5 days later. The patient then has 30 days to reply before the enrollment is automatically cancelled.

How will my patient's order ship?

After the initial order, all reorders are shipped via standard shipping services (even if initial order specified expedited service). Timing is based on modality and packaging is based on the product ordered.

Where do you ship?

We currently ship to the US and all APO/FPO/DPO US military locations. International orders cannot be placed online at this time. Please contact our office to discuss options for international.

Text2Order Returns Questions

What happens when the product that was ordered for my patient is damaged in transit?

Once you receive the product from your patient, simply return it to WVA for processing.

What if my patient wants to return their lenses?

Lenses must be returned to your office and then returned to WVA. You may issue the retail credit immediately upon receipt of the lenses (be sure the lenses qualify for return credit).

You may return the product to WVA for wholesale credit, given it meets the WVA Return Policy criteria. You will be reimbursed by WVA on your statement, less a 3% transaction fee.



Patient FAQ

Placing Orders

Is your website secure?

Yes. When the browser opens a secured website, *https* can be seen in the URL instead of just *http*.

How do I place an order?

1. Select your brand from the “*Select Your Brand*” menu, or click the “*Find Your Contacts*” button in the middle of the page
2. Click on your product once you have located it
3. Fill in the patient name, as well as, prescription information
4. Click the “*EyeSubscribe™*” box or the “*Text2Order*” box if you would like to enroll in auto delivery
5. Add your order to your shopping cart
6. Review your cart, if accurate, click “*Continue*”
7. Choose whether you would like to sign in to an existing account, or create a new account
8. Enter your billing and shipping information
9. Choose shipping method and enter payment information
10. Select the “*Complete Order*” button to complete your transaction
11. Print the order confirmation page for your records

What If I don't see my brand?

Click the “*Select Your Brand*” drop down menu, or you may click the “*Find Your Contacts*” button in the center of the home page.

You may also search by brand or keyword in the search box.

How do I order if I wear a different brand in each eye?

1. Select the brand for your RIGHT eye from the “*Select Your Brand*” Menu
2. On the ordering page fill in the prescription information and quantity for your Right eye only
3. Click on the checked box next to the order line for your LEFT eye. The check box should now be empty.
4. Fill in the patient name and add to your cart. You should only see your RIGHT eye in the cart
5. From the shopping cart, select “*Continue Shopping*” and find your brand for your LEFT eye in the “*Select your brand*” drop down menu
6. Repeat the same ordering process to add your LEFT eye product to the shopping cart.
7. Select “*Place Order*” and continue from Step 4 in “*How do I Place an order?*”

How do I remove items from my shopping cart?

On the view cart page you may click the drop down menu to change the quantity. Or you may click “*delete*” to take a product completely off of the order.

Products

Am I able to order gas permeable contacts on the website?

Gas permeable lenses are custom and are not available for online ordering. Please call our office and we can assist you in ordering your gas permeable lenses.

Can I return my contact lenses?

If you would like return the lenses that you have purchased online, please bring them to our office along with the completed return form and your printed order confirmation. You may follow the below link to retrieve the return form, or you may refer to the Returns Policy in the "Help" drop down menu.

https://www.wisvis.com/pdf_forms/web/Contacts_Return_Form.pdf

All contact lens boxes must be unopened, unmarked, and unexpired for return consideration.

Prescription

Do I need a prescription to place an order?

Yes, you do need a current contact lens prescription to place an order.

How do I order if I don't have a copy of my prescription?

Finding the prescription is easy. By searching the box cover you can locate the prescription we issued you.



What if my prescription is expired or I do not have a prescription?

A current prescription is required to place an online order. Please contact us for help in obtaining an updated prescription.

Account Management

How do I sign in if I cannot remember my password?

Enter your e-mail address first then click on "Forgot my Password." You will receive an e-mail with your new password.

What if I do not have an account?

You are able to complete your order as a "New Account."

International Orders

Can I ship to an international address?

You cannot place international orders online. Please contact our office to discuss other alternatives.

Payment

Can I use my FSA (flexible spending account) or HSA (Health Savings Account) to pay for my order?

Yes, if you hold a MasterCard or Visa FSA or HSA credit/debit card, you may use it at the time you check out. Otherwise, please submit your order confirmation to your proper plan administration.

Do you accept vision insurance?

Yes, please contact our office for options on how to utilize your insurance benefits.

What credit cards do you accept?

We accept Visa, Mastercard, and Discover

How do I claim a rebate?

Each manufacturer will have a different process for submitting. If the product you are purchasing has a rebate available, there will be a notification on the product page. You may click on "*View Rebate Information*" to get a full description, including how to claim the rebate.

How do I print my confirmation page?

There is a print button with an icon at the upper right hand corner of the order confirmation page which is shown when your order is complete. You will also receive an order confirmation to the e-mail you entered during checkout.

Order Status and Shipping

How long does it take for my order to ship?

After we have verified your prescription, standard delivery is approximately three to five business days. Custom lenses may take longer.

Can I place multiple patient orders, i.e. for my entire family?

Yes, up to 10 line items (five family members) can be placed on one order.

Am I able to track my order?

Please call our office if you would like an updated delivery status on your order.

What if my shipment does not arrive?

If you do not receive your contact lenses within five business days, please contact our office.



What is EyeSubscribe™?

EyeSubscribe™ is an option offered during the purchasing experience to allow you to enroll into a contact lens subscription service. By enrolling, you agree to receive an appropriate supply of contact lenses, on a predetermined reoccurring basis, based on the modality and package size of the product ordered.

How do I enroll?

You are given several opportunities during checkout to enroll in EyeSubscribe™. Once when entering in your prescription for your selected contact lens and again in your cart. Simply check the box marked EyeSubscribe™ to begin the enrollment process. If you have selected that you would like to be enrolled, you will be given a final prompt before placing your order to verify that you understand you are enrolled in the subscription service.

You may also contact our office for more information regarding enrollment.

How often am I charged?

Your card on file will only be billed as your lenses are shipped. You will never have to worry about paying one large lump sum all at once.

What payment is accepted?

We accept *Visa, Mastercard and Discover*

How often are my lenses shipped?

Shipments of your lenses are based on the modality and package size of the product ordered. Typically 5-7 business days before your supply runs out, the next order will process and ship. This will ensure that you will never run out completely.

What is the modality of my lenses?	How often are my lenses shipped?	How many boxes do I receive annually?
Dailies 30 Pack:	1 box per eye every 1 month	24 boxes annually
Dailies 90 Pack:	1 box per eye every 3 months	8 boxes annually
Dailies 180 Pack:	1 box per eye every 6 months	4 boxes annually
2 Week 6 Pack:	1 box per eye every 3 months	8 boxes annually
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2 Week 24 Pack:	1 box per eye every 12 months	2 boxes annually
1 Month 6 Pack:	1 box per eye every 6 months	4 boxes annually
1 Month 12 Pack:	1 box per eye every 12 months	2 boxes annually

How am I notified when my next order is going to ship?

You will receive notifications via e-mail when your next order is about to process. You may also enroll in text notifications if you wish.

How does *EyeSubscribe™* notify me and communicate about my orders?

EyeSubscribe™ will send emails/texts to you when an order was placed, an order is about to be processed, or if you cancel - if you consent to receiving emails/texts for order information.

You may choose to opt in/out of email/text communications by logging into their account, navigating to their profile, and unchecking "EMAIL ME ABOUT MY ORDERS" or "TEXT ME ABOUT MY ORDERS".

What if my prescription changes?

If you are enrolled in *EyeSubscribe™*, you are not able to change your existing prescription. You will need to cancel your current subscription and create a new subscription with the updated information.

How do I cancel my subscription?

You are able to cancel by logging in to your account and going to your profile. You may also call our office and someone would be happy to help you.

You may cancel at any time, with no penalty or fee.

I signed up, but have not been getting my emails?

Please check your junk mail as the emails may have been flagged as spam. If you are not able to locate any emails in your junk mail, please call our office to get this fixed.

What will happen if my e-mail address changes?

You will be able to make these changes by logging into your account and updating any information that is incorrect.

What if my address or payment method changes?

You can log in to your YourStore account, go to the *Enrollments* page, and if you select your subscription you can edit both your address and the payment method.

What if I do not have a physical copy of my prescription?

When placing your order, you will indicate the prescription for each eye. After you have placed the order, your Doctor will need to verify that the information is correct. Once your Doctor has verified that the information is correct, your order will be processed.

What if my prescription is about to expire?

Fortunately, once your prescription is about to expire, your doctor will contact you to schedule your next appointment. You never have to worry about running out of contact lenses without being made aware that you are reaching the end of your prescription.

How long does my subscription last?

Your subscription will continue until your doctor cancels. They will cancel if you are due for an exam, if there is trouble with your payment method, or if there is an error with the prescription. Alternatively, you also have the option to cancel your subscription on your enrollment page by logging into your account.

If you wish to ask further questions, please contact your clinic.

Can I place an order for only one eye?

Absolutely, when placing your first order, you have the option to select if you would like the right eye, left eye or both eyes.

Where do you ship?

Currently, we ship to the US and all APO/FPO/DPO US military locations.

You cannot place international orders online. Please contact our office to discuss other alternatives.

Text2Order

What is Text2Order?

Text2Order is an easy, convenient way to reorder—you'll never have to worry about running out of lenses! Fifteen days before you're expected to run out of lenses (based on your prescription), we'll send you a text reminder to reorder. Happy, healthy eyes made easy.

How do I enroll?

We're glad you asked! Simply select the "Text2Order" check box during your shopping and checkout experience at our online contact lens store.

How am I charged?

We will bill the credit card on file when your lenses ship.

What payment is accepted?

We accept Visa, Mastercard, and Discover.

How do I change or update my credit card information?

Easy! Simply go to the "Edit Credit Card" option in the Account dropdown.

How am I notified for my contact lens reminder?

We'll send an order reminder text fifteen days before your lens supply is set to run out (based on your prescription). Simply reply to confirm (Y), deny (N), or snooze (S). Texts are sent to the phone number in your profile. No more last-minute ordering!

What if I no longer wish to receive Text2Order reminders?

If you'd like to opt out of Text2Order reminders, just go to the Account dropdown menu on our online contact lens store. You can manage your enrollment in the "Enrollments" section. If you miss Text2Order, you can always sign up again during a future order.

What will happen if my phone number changes?

We'll continue sending texts to the phone number in your account profile, so just be sure to update your number to avoid missing any reminders.

How will my orders ship?

You'll receive your order based on your prescription usage (daily, weekly, monthly, etc.) and the package size of the product. Reorders will always ship out via standard shipping, even if the initial order was expedited. Since we notify you fifteen days in advance, you won't need to worry about running out of lenses.

What if I need to change my address?

No problem! Just update your shipping address in the Enrollments section in the Account dropdown on our online contact lens store.

What do I do if my prescription changes?

If your prescription changes, you'll need to cancel your enrollment and create a new one with the updated prescription. You may cancel on the Enrollments section in the Account dropdown, and place a new order with the Text2Order box checked in the ordering process.

How long do my Text2Order reminders last?

We'll keep sending Text2Order reminder messages unless either you or our practice cancels the enrollment. Keep in mind, if you do not reply to any Text2Order messages for 30 days, your enrollment will automatically be cancelled. Don't worry, you can always re-enroll during a future order.

How often will I receive reminders?

We'll only send texts when it's time for you to reorder. Timing is based on your specific prescription and modality (your lens wearing schedule). To ensure you always have a fresh pair of lenses, we'll send a reorder text fifteen days before you're scheduled to run out of lenses.

<i>What is the modality of my lenses?</i>	<i>How often are my lenses shipped?</i>	<i>How many boxes do I receive annually?</i>
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2 Week 24 Pack:	1 box per eye every 12 months	2 boxes annually
1 Month 6 Pack:	1 box per eye every 6 months	4 boxes annually
1 Month 12 Pack:	1 box per eye every 12 months	2 boxes annually

What will happen if I don't reply to the text reminder?

We understand—sometimes messages slip through. We'll send another reminder message 5 days after the original notification. If you haven't replied after 30 days, we'll take the hint and automatically cancel your enrollment. Of course, you can always enroll again the next time you order lenses.

If I elect to snooze the order, when will I receive another text reminder?

We'll send another reminder 5 days after you snooze. Rest easy—you can snooze 6 times.

Where do you ship?

We ship to the US and all APO/FPO/DPO US military locations. Currently it's not an option to place international orders online. We can still ship internationally though, so please contact our office and we'll take care of you.