

SHEYE EYE CARE

No Refund Policy

Effective Date: August 30, 2026

Policy

All fees paid to Sheye Eye Care for professional services that have already been rendered are final and non-refundable.

Eye Examinations and Professional Services

Fees for completed eye examinations, medical eye-care services, diagnostic testing, and other professional services are non-refundable once the service has been provided. Payment is for the professional service performed and does not guarantee a particular diagnosis, prescription, treatment outcome, or other result.

Contact Lens Fitting and Evaluation Fees

Contact lens fitting, evaluation, training, and related professional fees are non-refundable once those services have begun or been performed. These fees compensate Sheye Eye Care for professional time and services and are separate from the cost of contact lenses or other products.

Insurance and Billing Adjustments

Patient payments may be subject to adjustment after an insurance claim is processed. If an insurance payment, coordination-of-benefits determination, duplicate payment, or billing correction results in a verified patient credit balance, Sheye Eye Care will handle that credit in accordance with applicable law and payer requirements. This policy does not permit Sheye Eye Care to retain an overpayment that must legally be returned.