

At Cooper & Barr we want every client to be delighted with their new spectacles, however occasionally it may take a short time for people to adapt to their new prescription or lens design.

Your optometrist depends upon your subjective responses during the sight test to determine and refine the final spectacle prescription issued. This can lead to slight differences in prescription from one sight test to another, and sometimes gives a prescription which isn't tolerated so well.

When you buy your glasses from us we will happily retest you and put right any issues, as long as you make us aware of any problem within 30 days of collecting your glasses.

However, if you purchase glasses or contact lenses elsewhere, it is the responsibility of the supplier of your optical products to rectify any problems. Should this situation arise, any time spent and costs incurred by us will be chargeable to you.

Here are the OCCS and College of Optometrists guidelines which explain this:

The Optical Confederation and Optical Consumer Complaints Service statement regarding non-tolerance of spectacles bought elsewhere is:

The following guidance changes traditional thinking on some aspects of handling non-tolerance. In essence it states that when a practice accepts a "walk-in" prescription then they should also accept responsibility for financing and managing any non-tolerance issues.

*It is not good for the patient, or for the image of the profession, to have patients getting bounced back and forth between practices. **It is also unsatisfactory to expect the prescriber to fund replacement lenses when they had no control over the supply.***

It is not always easy to ascertain whether a non-tolerance issue is due to a small Rx difference, a particular lens type, the frame/lens fitting, a fault in the spectacles or a combination of these. It might appear easier to pass responsibility for resolving this elsewhere, however this is rarely if ever satisfactory from the patient's perspective. In any event, all practices experience a small proportion of non-tolerance cases in their own dispensing and this is already factored into the practice costs.

The College of Optometrists advises:

'You have a right to have your prescription dispensed wherever you choose. However, as prescribing and dispensing of spectacles are closely linked it is best to have your spectacles dispensed where you have your eyes examined. It is often more difficult to resolve any problems you may have with your spectacles when prescribing and supply are separated.'

