

Comment #785

From: amy rowell
Sent: Thursday, March 18, 2004 10:11 AM
To: CONTACTLENSRULE

I am writing to you as a contact lens wearer and supporter of 1-800-Contacts. I have been dealing with so-called eye care professionals for quite a few years now and I have dealt with lost scripts, the wrong lenses ordered, and just plain rude service. Since I have begun using 1-800-contacts I have had top notch customer service, and my script has never been lost or filled with the wrong lens. I will not be terminating my relationship with 1-800-Contacts any time soon whether you make me wait 10 hours or 10 days to get my contacts, but I feel that until you have had the experience of dealing with the vendors in our malls like Lenscrafters, you have no right to take away a system that so obviously works for so many people. Perhaps the Federal Trade Commission should look beyond their own behinds before taking things away from consumers. Did you know there is a health care crisis in this country? How about changing that?

Sincerely,

Amy Rowell
1-800-contacts customer