

From:
Sent: Sunday, March 21, 2004 11:52 AM
To: CONTACTLENSRULE
Subject: Fairness To Contact Lens Consumers Act of 2003

I am writing to express my support for the Fairness To Contact Lens Consumers Act of 2003.

It is important that the rights of consumers to a fair market choice of their contact lens prescription being fulfilled be available without undue pressure and coercion from eye doctors that wish to sell the contact lenses themselves at much higher rates.

I have had trouble in the past with eye doctors that are associated with contact lens makers (Lens Crafters) and who applied "used car salesman" pressure tactics to ensure that I buy my contact lenses directly from them rather than where I might find them the cheapest. They would promise rebates, etc. that once contact lenses were purchased from the eye doctor's office, the rebates would not arrive. After calling them, I only received one of the two types of rebates promised, so I ended up paying more. After the money from the rebates didn't show up after around 10 weeks, I brought the remaining unopened contact lenses back for a refund for which they charged me extra for not purchasing a full year due to the return of the remaining lenses (one of the original discounts that was applied for buying a full year of contact lenses from them, was taken out of the refund I would have received for the unused product I returned - a percentage of the overall annual price). I could not return the full year's worth since out of necessity I was using the daily lenses over those 10 weeks, so I am punished for returning the remaining unused product to them.

I have even requested my contact lens prescription directly from the eye doctor and the doctor delayed by saying to wait a week and they'll send it so I could see how my contact lenses fit during that week, but then they never sent the prescription. This was prior to the passage of this Act which I now highly welcome so that similar experiences will now be illegal if the prescription is not given after the exam, even if I had not asked for it in the first place.

Please do all you can to support this Act for our consumer's rights to buy contact lenses from whomever we wish at the best prices and service available and receive our prescription without hassle and undue pressure and sales tactics from eye doctors with agendas.

Thank you.

Ron Mills

IL