

From:
Sent: Monday, March 22, 2004 10:01 AM
To: CONTACTLENSRULE
Subject: Fairness to Contact Lens Consumers Act of 2003

To Whom It May Concern -

I adamantly SUPPORT this law. I recently had an eye exam (Oct 2003). I told the doctor and his support staff up front that I have been wearing the same contact lenses for 10 years and that I order them via the internet (800Contacts) because the prices were far less expensive (i.e., I wanted a written prescription at the end of the exam). The doctor reluctantly agreed to provide me with a prescription. He did ask that I try a pair of trial lenses (which he provided - and I had to return after wearing!); apparently they were a private label lense as I could not find them via any other provider outside his office. When I went to order my new lenses @ 1800Contacts, they called my eye doctor to verify the prescription (a service I appreciate). The eye doctor staff refused to speak with them. I called them directly myself so that they would release the information and I could obtain new lenses. The eye doctor has provided me with two prescriptions to date (5 months later, I still have no lenses); both have included incorrect parameters for the lenses I've always worn. In addition, the eye doctor made me sign a waiver (which was part of the prescription). I finally called the eye doctor just last week and told them to order the lenses regardless of THEIR (the eye doctor office) cost, because I had NO lenses. Now keep in mind that in addition to the contact lense dilemma, I spent \$500.00 on two new pairs of prescription glasses purchased at the eye doctors office.

In closing, I do not appreciate being held financially hostage and I will NEVER return to that office. It is no wonder that companies such as Walmart thrive and the "little guy" suffers. I expected exceptional customer service at a private facility and all I've received to date is NO LENSES and major HASSLES.

Thank you for your time,

Wendy Griben

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