

From:
Sent: Wednesday, March 17, 2004 3:43 PM
To: CONTACTLENSRULE
Subject: STOP THIS MADNESS

To Whom it May concern

I cannot believe that now , in order to justify your positions, and to give even more power to government (read- taking away our freedoms) you want to us to wait for our contact lenses once ordered.

I live alone and travel for my job. I don't have the luxury of time and being home every day just to be available and to wait days to get contacts before I have to go on the road for my job. I wear daily wear lenses and go through them quickly. If I run low, I need to know that I can receive them the next day. Exactly what purpose does it serve to make me wait for contact lenses? It's bad enough I have to pay hundreds of dollars for a little piece of plastic that it costs .02 to manufacture.

I went on line to purchase lenses because my doctor made me wait almost a week for lenses! It's absurd in today's age of overnight service. And service is what truly makes the difference in my purchase process. Providing quality customer service differentiates providers in other businesses so why should this be any different? Does delaying the delivery process "equalize" the playing field?

Imagine the irony- we would have to wait days for contact lenses but someone can get a gun almost immediately! Hmmmmm, perhaps someone could explain the logic of this to us?

So stop this madness and focus on other more critical and pressing issues of trade in this country.

Norma Spadola CTC