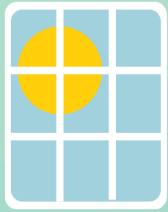


# Patient Bill of Rights

enlighten optometry

Dr. Celia Futch O.D.



## honesty

You are a patient to us, not a sale. We give our honest recommendations for eyewear options that fit your unique needs

## quality

Our independent vendors and labs were hand-picked and are continuously monitored for durability and performance

## integrity

We intend to deliver on our promises. Custom lenses cannot be returned for refund, but our 30 day satisfaction guarantee means we work with you to resolve any problems. Period



## focus on care

Your well being is our priority. If we think you are better served elsewhere, we will refer you to a specialist or trusted provider

## no pressure

We take the time to answer all your questions about your eyes or glasses, and give you the individual attention you deserve

## no product steering

We don't get any financial incentive to sell you certain products owned by an insurance company, and we don't push products just because they have lower cost to us



## green business

We reduce our impact on the environment with responsible purchasing and mindful use of resources

## community support

your purchase helps support living wages, local non-profits, schools, and other downtown businesses