

This example is for a curbside pickup.

*Mrs. Smith, I wanted to call to schedule your curbside pickup for your eyeglass order, as well as review your order with you today, prior to your arrival to our practice. We are available for pickup from 9 am – 1 pm. What time works best for you?*

*In regards to your order, you have a new prescription. The doctor has strengthened your reading area, but just slightly, and he has also increased your Rx in the distance area. You should expect much clearer and defined vision - distance through near. You ordered the doctors recommended progressive lens. This is an update in digital technology which will allow an increase in your peripheral vision. Also included in your order was the AR technology, which reduces glare for crisper vision, and the transition lens product. You had both of these enhancements on your previous pair of glasses but did you have any questions about these today?*

*Wonderful.*

*Your new lenses are in your new frame. This beautiful Kate Spade will be adjusted to the best of our abilities prior to your arrival. Please do keep in mind that we would like for you to visit our office once we are back open, so we can verify the fit of your new eyewear. In the meantime, if for any reason your eyewear does not fit or feel well upon wearing, please place in the provided case and return to our offices when you can. We would prefer you discontinue wear of your new eyewear if they don't feel comfortable so sore spots are not created. Please do not attempt to adjust the eyewear yourself. Your glasses will be disinfected prior to placing in your case and therefore ready for you to wear. Do you have any questions for me, Mrs. Smith? Great! If you are not already following us on our Facebook page, please do so to stay current with our availability. We will see you at your appointment to pick up your eyewear at (date and time.) Thank you and have a great day!*

**This example is for shipping product.**

*Mr. Smith, I wanted to call to let you know your eyewear is ready and we will be mailing your eyewear order to you at no charge. I also wanted to review your order with you today.*

*Dr. \_\_\_\_\_ has prescribed you a new prescription and has strengthened your distance and astigmatism Rx in your single vision lenses. You should expect much clearer and defined vision. I want to remind you that the doctor mentioned that due to these changes you may have a small period to adapt to your new lenses, although you may not. You ordered the doctor's recommended SV digital high index lenses. This is an update in technology which will allow you more defined vision and your lenses will be substantially more comfortable due to the thinner and lighter lens material. Also, included in your order was the AR technology, which reduces glare for crisper vision. We definitely made some wonderful upgrades to your glasses this year. Did you have any questions for me about your lenses today?*

*Wonderful.*

*Your new lenses are in your new SALT. frame. This handsome frame will be adjusted to the best of our abilities prior to shipping. Please do keep in mind that we would like for you to visit our office once we are able to do so, that way we can verify the fit of your new eyewear. In the meantime, if for any reason your eyewear does not fit or feel well upon wearing, please place in the provided case and return to our office when we reopen. We would prefer you discontinue wear of your new eyewear if they don't feel comfortable so sore spots are not created. Please do not attempt to adjust the eyewear yourself. Your glasses will be disinfected prior to placing in your case and therefore ready for you to wear. Do you have any questions for me, Mr. Smith?*

*Great. We will place these in the mail for you today. Expect their arrival within 2 weeks. Please feel free to email or call our offices if you have any questions. Our current office hours and contact information are posted on our website and on our Facebook page. Please follow us if you aren't already doing so to stay current with our availability.*