

# **FAQ: Frequently Asked Questions**

## **Can I buy sunglasses using medical Aid?**

No, medical aid only covers optical glasses for the purpose of correcting vision.

## **How long do I have to wait for my spectacles?**

If we have your lenses in stock, we can finish them in the same day provided we have a workshop in the Branch. If not, it can take anywhere from 3 days to 14 days depending on our suppliers.

## **Can I use my relatives/partner/friends medical aid card?**

It is illegal to claim from a medical aid card that is not yours. Which is why we will always demand ID with the individual's medical aid card.

## **Can I send someone else to collect my spectacles?**

Yes. One can send a relative/partner/friend to collect their spectacles provided they give us their Identification, nature of relationship and cellphone number to us as we place utmost importance that our patients receive their respective spectacles.

## **Do your lenses have shade? Are your lenses 'day and night'?**

Yes, we have what we call in the eye care industry- Photochromic lenses. These lenses are clear indoors and at night but darken when one is outdoor during the day. The added benefit is that they protect your eyes from the Sun's harmful UV radiation.

## **Do you have a Branch in Windhoek?**

No. We are currently situated in Ondangwa, Oshakati, Rundu, Grootfontein, Walvis Bay and Swakopmund.



## **What is the difference between Plastic (CR39) and Glass Lenses?**

### **Plastic –**

- Feels lighter on the face compared to glass lenses
- Lenses are more durable, extremely hard for them to crack or shatter when dropped
- Lenses are more prone to scratch if left face down on hard, rough surfaces
- Less Optical quality compared to glass lenses but is available to all prescription strengths.
- Harder to clean compared to plastic lenses
- Lenses can be fit in Rimless and Semi-Rimless

### **Glass –**

- Feels heavier on the face compare to plastic lenses
- Very scratch resistant
- Lenses offers better optical quality compared to plastic lenses
- Lenses is easier to clean compared to plastic lenses
- Lenses cannot be fitted in Rimless or Semi-Rimless frames.