

## **Refund Policy**

If you have made a payment via the online web portal and it has been found that an overpayment has been made, Eye Care Associates will issue a refund to the original credit/debit card used to make the initial payment. All credit refund request must be made by contacting Eye Care Associate's billing department at 1-903-595-0500.

### **Refunds may result from the following:**

- Overpayment
- Duplicate payment received
- Additional payments issued by the insurance carrier

**Please allow 7 days for the processing of all refunds to be issued.**