

Phakic Intraocular (PIOL)/ICL Surgery Cancellation Policy

OpticalExpress

When you cancel	Refund
Within 3 days of booking the surgery	100% refund. We will refund all money you have paid within 28 working days of the cancellation.
More than 3 days after booking the surgery, but up to 7 days before your pre-surgery clinician discussion	We will keep £250 from any amount you have paid and refund the rest to you within 28 working days of the cancellation.
Within 2 days of attending your pre-surgery clinician discussion	We will keep £250 from any amount you have paid and refund the rest to you within 28 working days of the cancellation.
More than 2 days after your pre-surgery clinician discussion	We will keep the minimum deposit of up to £500 and refund the rest of any amounts you have paid within 28 working days of the cancellation.

When we cancel	Refund
If we have to cancel your treatment and cannot offer you another date within 12 months in either the clinic of your choice or a different Optical Express clinic.	100% refund. We will refund all money you have paid within 28 working days of the cancellation.
If you have not paid the balance of your treatment 7 days before the date it is scheduled to take place, we will cancel your treatment.	<p>We will keep the minimum deposit of up to £500 and refund the rest of any amounts you have paid within 28 working days of the cancellation.</p> <p>The minimum deposit of up to £500 can be used toward the booking of a new date for your treatment if this date is within 3 months of the date that had initially been booked for this treatment.</p> <p>The minimum deposit of up to £500 can be used towards one rebooking only and cannot be transferred to the booking of a different patient.</p>