

### **Contact information**

Twin City Optical-Cedar Rapids  
1445 C Ave SW  
Cedar Rapids, IA 52404  
Toll free: 800-245-5859  
Fax: 800-328-9394

### **Main Contact**

Deborah Carmody  
Direct: 319-365-8707  
[dcarmoday@essilorusa.com](mailto:dcarmoday@essilorusa.com)

### **Secondary Contact**

John Hammer  
612-840-5171  
[jhammer@essilorusa.com](mailto:jhammer@essilorusa.com)

### **Ordering Process**

1. Obtain correct program order form for your facility
2. Fill out Program Order Form (Form must be completed in all sections or delays may occur until information is obtained)
  - a. Patients name and ID# (if needed)
  - b. Date of order
  - c. Patients Rx info
  - d. Safety Frame name, size and color
  - e. Side Shields – permanent or detachable
  - f. Lens Material – polycarbonate or plastic (no glass allowed)
  - g. Lens type – Lined Bifocal, Lined Trifocal or Progressive
  - h. PD measurement MUST be on all orders!
  - i. Seg height measurement required for all multifocal orders!
  - j. Circle any coatings required
3. FAX completed order form to Customer Service at 800-328-9394

### **Return Process**

1. Twin City Optical will supply each location with pre-paid mailing labels
2. Make copy of original Order Form and/or shipping document
3. Write corrections and highlight changes on copied Order Form.
4. Copied Order Form with corrections and safety glasses are to be shipped back to:

Twin City Optical  
Attn:Remake/Returns  
1445 C Ave SW  
Cedar Rapids, IA 52404
5. Lens and Frames Warranty – Please refer to Essilor Remake guidelines 2014

**Questions?** Contact TCO Customer Service - 800-245-5859. Please refer to your account number and patient name for all questions. (Account numbers are found at the top left of your program form)