

Frequently Asked Questions

How do I set up an account?

If you are a member of Fait, you are already set up! No additional paperwork needed.

Do you deal with insurances?

Yes, we service both private pay and insurance jobs, depending upon your state and insurance provider's restrictions.

Are you affiliated with any doctor groups or buying groups?

Our lab is not currently partnered with any specific doctor or buying groups. Membership is not a requirement to order through Fait Optics, though many of our accounts do belong to a wide variety of groups and alliances.

Is there a minimum purchase required?

There is no minimum required. However, there are opportunities to earn volume rebates. Please contact your Fait Sales Representative to find out how you may be eligible.

Can I order uncuts?

You sure can! In order to provide you with the best results, please provide as much frame information as possible to avoid cutout issues.

How do I order a remake?

Remakes should be ordered via fax or phone. Please do not order remakes through **VisionWeb**. When ordering a remake, please clearly indicate that it is a remake and include the invoice number of the job that you would like to have remade. Please specify if you would like to have the remake processed from the frame tracing we have on-file or if you intend to send the frames back to us. If you are not sending the frames back, please indicate whether you would like uncut lenses or edged lenses.

If a remake falls under warranty, a credit will be issued for the original invoice after the original lenses are returned with copies of both the remake invoice and the original invoice.

Who do I contact for orders or questions?

Orders can be submitted via toll free fax to **888.437.8415**, or placed online via **VisionWeb**.

Questions can be sent to opticssupport@faitco.com or you can call our Customer Service Center at **800.747.9000**.

What are your customer service hours?

M-F 9:00am - 4:00pm, Central Standard Time.

How do I ship frames to you from my practice?

Fait Optics provides you with return service labels for shipping frames to our lab.

How do I drop-ship frames?

You will contact your frame vendor and add the following as the drop-ship address:

Fait Optics
35263 W State St.
Burlington, WI 53105

Please include Patient Name or VisionWeb Order Number along with your Fait Optics Account Number.

How do I get more return service labels for shipping frames to you?

When you are running low on labels, please email opticssupport@faitco.com or contact Customer Service at **800.747.9000**.

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How do I contact you?

Our dedicated staff of Customer Service Representatives are here to deliver the experience you expect. You can reach them at **800.747.9000**. If you prefer to reach out via email, you can email us at **opticsupport@faitco.com**. We are always monitoring the support inbox, during business hours, and will respond promptly.

How will my order ship?

Lab jobs will ship from Fait with contact lens orders that are ready that day. The combined orders will ship together for FREE to arrive at your practice the next day. If there are no contact lens orders that day, your lab jobs will still ship for FREE to arrive at your practice the next day.

How do I track my orders?

You will receive daily Work-In-Process reports noting the status of each job. Once a job has shipped, you can track shipping on the “Orders” tab of the **faitships.com** website. You can also contact Customer Service at **800.747.9000**.