

# Performance Guarantee

From time to time a dispute may arise from an unmet expectation or a simple misunderstanding. Our stated goal at Mt Tam Optometric Center is an ecstatic patient. If at any time you feel like your needs are not being met, please feel free to contact Dr. Frank directly at [DrLassaFrank@MtTamVisionCenter.com](mailto:DrLassaFrank@MtTamVisionCenter.com) and he will do everything he can to make things right. Diamond Certified® believes so strongly in Mt Tam Optometric Center's ability to make their patient's happy, that they offer a special Performance Guarantee.



Basically if you have tried unsuccessfully to resolve a disagreement with Mt Tam Optometric Center, please contact Diamond Certified® at [info@diamondcertified.org](mailto:info@diamondcertified.org) or (800) 738-1138. Their mediator will work with you and the Mt Tam Optometric Center to attempt to reach an agreement using the contract and industry standards for guidance that both parties can live with.

If the mediation fails to produce a mutually-agreeable solution due to failure of the Mt Tam Optometric Center to honor contractual obligations, uphold industry standards, or participate in good faith, Diamond Certified® will refund your purchase price up to \$1,000.

To qualify for this guarantee, the patient must:

1. Have purchased the services of a company that was Diamond Certified® at the time of the transaction
2. Have attempted to resolve the issue with the company directly
3. Bring the matter to the attention of Diamond Certified® within 6 months of the qualified purchase
4. Have no previous or concurrent complaints against the subject company elsewhere
5. Be willing to allow the company to correct the problem

## Limit of Liability

The Diamond Certified® symbol is not a promise of a company's future performance or your actual satisfaction with that company. We endeavor to perform the rating process accurately and without bias according to the description supplied by our organization. Furthermore, we believe that the methodology used to ascertain this rating and award Diamond Certified is a fair representation of the qualifying company's high customer satisfaction level during the period of the rating. Since we rely on multiple sources of information and each company's performance can change over time, we cannot guarantee the accuracy of the information provided herewith. The content and materials provided are provided "As Is" and without warranties of any kind, either expressed or implied. Memberships, awards and affiliations are not independently verified. Under no circumstances, including but not limited to negligence, shall we be liable to you or any other entity for any direct, indirect, incidental, special, or consequential damages. The Diamond Certified symbol does not mean that a certified company will meet every individual's subjective

markers for satisfaction. We do back our certification with a Performance Guarantee, which is our sole guarantee provided users of any information related to Diamond Certified.