

I visited an optometrist who was astonished to discover the irregularity and defectiveness of the lenses which were prepared for me by Vent-Air. He sent them to another laboratory for their opinion, which is enclosed.

I am very disturbed to realize that Vent-Air would allow me to walk out of their office with such irregular lenses, which could have adversely affected my eyes.

I wrote to Vent-Air on 9 April and again on 5 May and requested a refund so that I could purchase a pair of lenses by a competent doctor. But, Vent-Air has avoided me and has refused to answer my letters.

I am not only concerned about my immediate problem of getting a new pair of properly fitted lenses, but also the fact that other people are being fitted by this doctor and they may not be as fortunate as I have been—they may lose their sight. What can be done?

Sincerely,

JOAN MADISON.

CAPITOL CONTACT LENSES, INC.,
Washington, D.C.

DEAR DR. NELSON: The lenses you sent in to be adjusted for Mrs. Madison are in such poor shape mechanically that no further modification could remedy their poor fit.

There are extensive lathe marks through the entire inside surface of both lenses and these cannot be eliminated.

The peripheral levels on the OD lenses are deeply gouged and are completely irregular.

We are sorry that we cannot repair them, and for the benefit of the patient are recommending a complete refit.

Thank you for your patronage.

GEORGE K. MESZAROS.

CONGRESS OF THE UNITED STATES,
House of Representatives,
Washington, D.C., June 26, 1967.

Mr. H. W. WHITE, Jr.,
Executive Director,
Optometric Society of the District of Columbia,
Washington, D.C.

DEAR MR. WHITE: As per our telephone conversation of this afternoon, I am forwarding a copy of my letter to Vent Air Contact Lens Specialists. I regret that our most pleasant conversation was in regard to such an unpleasant subject.

For your information, I have made an appointment for July 12 with Dr. Marvin Berlin as you suggested.

Thank you and please feel free to contact me at any time for further information.

Very sincerely,

Mrs. ROBERT BORKENHAGEN.

CONGRESS OF THE UNITED STATES,
HOUSE OF REPRESENTATIVES,
Washington, D.C., June 26, 1967.

VENT AIR CONTACT LENS SPECIALISTS,
Colorado Building,
Washington, D.C.
(Attention, Mr. Pierce.)

GENTLEMEN: The gross inefficiency and rudeness of everyone I encountered associated with Vent Air shall not go unremembered or unreported. Not only did I find your advertisements misrepresentational, but I feel that your actions have reflected an immensely unprofessional attitude toward prospective patients and toward your work.

The following are a few examples upon which I shall be glad to elaborate at length:

(1) Telephone information I received was incorrect in that I was specifically informed that I would have new lenses by the end of June. I gave the telephone