

Optometrists and Opticians Board
Guidelines for Retailers Providing Online Sales of Spectacles

1. Any retailer who wishes to sell spectacles online must have their businesses registered in Singapore and notify the Optometrists and Opticians Board. The retailer must have an appropriate facility and qualified registered optometrists and opticians to provide the necessary after-sale services and primary eye care to consumers.
2. The dispensing of spectacles ordered online includes activities of checking and preparing the spectacles before dispatching the spectacles to the consumer. Dispensing also includes any after-sale fitting or adjustment of the spectacles, as may be requested by the consumer.
3. Retailers who wish to sell spectacles online are advised to observe the following:
 - a. Retailers shall ensure that all prescriptions are verified as valid by optometrists or opticians before processing any sale transaction of spectacles. Please refer to the Practice Guidelines for Online Sales of Spectacles (Annex 1) for the details regarding what constitutes a valid prescription.
 - b. Should any prescription be unclear or does not satisfy the conditions for validity, the retailer shall reject the prescription and not supply any spectacles to the consumer until the latter provides another valid prescription.
 - c. A copy of every prescription received shall be made and retained for audit purposes. Any form of communication with the consumer shall also be recorded for audit purposes.
 - d. All practitioners involved in the online sale of spectacles shall be made aware of their professional duty and obligation to comply with the relevant laws and professional practice guidelines.