

We'd love to hear from you.

Let us know how we can help.

CONTACT

Email

help@hubblecontacts.com

FAQ

Subscriptions



How does my subscription work?

your lenses are shipped and you can cancel at any time.

I don't wear contact lenses every day. Can I get shipments less frequently?

Definitely. After you set up your subscription, you may change how frequently you receive shipments.

Will my subscription just stop when my prescription expires?

No, don't worry! Before you check out, we alert you that as part of your subscription we'll reach out to your doctor when your prescription is expiring to ensure it's still valid and accurate and that shipments to you may continue uninterrupted. But we'll check in with you before contacting your doctor to re-verify your prescription.

What is your return policy?

You may return your Hubble lenses for any reason up to 30 days after you receive them for a full refund, so long as the outer shipping box is unopened. Unfortunately, we cannot accept returns if the outer shipping box has been opened, because we cannot guarantee that the lenses haven't been tampered with. If your prescription changes, after verifying your new Hubble prescription with your doctor, we're happy to send you contacts that satisfy your new prescription. Just ship the old ones back to us in the original unopened outer packaging. Finally, please let us know if you have received any lenses that don't feel right and we'll be more than happy to take care of you.

When will my first paid order be shipped?

Your first paid order will be shipped 14 days after your initial free two week supply is shipped to ensure that you never run out. Please understand that we must verify your prescription before shipping the free contacts, so we need to wait until your doctor's weekday hours. If you live

Yes! Just email us at help@hubblecontacts.com and we'll help you set it up.

Someone placed a fraudulent order. How can I stop it from shipping?

Oh no! Please get in touch with our team at help@hubblecontacts.com and we'll be happy to help.

What happens if my prescription changes?

If your prescription changes (or even if you just entered it incorrectly), feel free to contact us and we'll change it and re-verify with your doctor.

May I change my subscription? How?

You may make changes to your subscription, such as altering the frequency of shipments, from your user profile. Or, if you need help, just contact our team at help@hubblecontacts.com.

May I cancel my subscription?

Yes, of course - you're in control. You may cancel your subscription by calling us at [1-844-334-1640](tel:1-844-334-1640) between 9AM and 6PM EST, Monday through Friday, excluding federal holidays.

Shipping



MENU

FIRST BOX FREE

APU/DPO/FPO addresses.

Do you ship internationally?

Other than Canada, at this time we only ship within the United States, certain U.S. territories and U.S. Military locations.

How long does it take to deliver lenses?

For regular shipments, we use USPS Standard Economy Shipping, which normally takes between 5-10 business days. Shipments to areas outside the continental United States may take longer. Expedited shipping within the continental US is available for a fee to cover our costs, but not to our customers in Alaska, Hawaii and the US territories.

What is the cost of shipping for each delivery?

We charge just \$3 for shipping and handling on each delivery.

Can I change the shipping method once my order has shipped?

Sorry - no. Once your order ships we are unable to modify the method in which it was sent.

Payment



MENU

FIRST BOX FREE

We accept all major credit and debit cards. We also accept direct debit payments (see below).

Do you accept vision care insurance as payment?

Like other online contact lens stores, we don't deal with insurance providers directly, but you can use the receipt we'll email to you after check-out when applying for reimbursement from your provider.

How do I get a receipt to submit to my vision care insurance provider?

Contact us at help@hubblecontacts.com and we can send you an invoice for your insurance provider.

May I use my Flexible Spending Account (FSA) or Health Savings Account (HSA) to pay for my lenses?

Yes! If your FSA or HSA card is affiliated with a major credit card, you can use it to make lens purchases. If you would like to use your FSA or HSA card for only a part of your purchase, please contact our team. We'd be happy to help!

Finding a Doctor

Yes, we can give you the name of a doctor in your area with whom you can make an appointment for a fitting and to obtain your prescription should you not currently have a valid Hubble contact lens prescription (we are expanding this group on an ongoing basis). If it is more convenient, we can assist you in booking the appointment.

If I go to one of the doctors you let me know about, do I have to pay for my appointment?
 Yes. Just like any visit to your doctor, you are responsible for the cost of your appointment. However, many of these doctors accept vision insurance (assuming you have appropriate coverage remaining). To be clear, these doctors do not receive any form of compensation from us and they will only prescribe Hubble contact lenses for you if they believe Hubble contact lenses are the most suitable for you. Please contact help@hubblecontacts.com for more information about the doctors in your area.

Prescriptions

Do I need a contact lens prescription to place an order?
 Yes, all orders require a valid prescription from a doctor, including your name; the date of prescription expiration; the prescriber's name; and, for the lenses themselves, power, base curve,

It's easy! When checking out, just indicate your power for each eye, select your doctor from our database, confirm the rest, and we'll reach out to your doctor on your behalf to ensure we have the right information.

Can I use a prescription from a doctor outside the U.S.?
 At this time, we unfortunately cannot honor prescriptions from doctors outside the US.

What happens if my prescription changes?
 If your prescription changes (or even if you just entered it incorrectly), feel free to contact us and we'll change it and re-verify with your doctor.

Will my subscription just stop when my prescription expires?
 No, don't worry! Before you check out, we alert you that as part of your subscription we'll reach out to your doctor when your prescription is expiring to ensure it's still valid and accurate and that shipments to you may continue uninterrupted. But we'll check in with you before contacting your doctor to re-verify your prescription.

Hubble Contact Lenses

Taipei, Taiwan. You can learn more about our lenses [here](#).

What are your lenses made of?
 Our lenses are made of high-grade methafilcon-A hydrogel material with 55% water content, UV protection, and a thin edge.

Are Hubble contact lenses FDA approved?
 Yes, our lenses have been FDA approved for sale in the US for more than 14 years.

Do Hubble lenses have ultraviolet (UV) filters?
 Yes, all of our lenses have UV filters.

What power ranges do you offer?
 We currently offer lenses with powers ranging from -0.50 to -12.00 and +0.5 to +6.00.

Why does Hubble sell lenses with a single BC (base curve) and a single DIA (diameter)?
 The BC and DIA used for Hubble lenses are suitable for almost all people who wear contact lenses and have no or mild astigmatism (less than -1.00 cylinder). Most lenses from most

manufacturers are only offered in one BC and DIA as well. But don't worry! This is why we verify your prescription with your doctor--to make sure we have the correct information.

Do you sell lenses for people with astigmatism (toric lenses)?

At this point we are concentrating on selling daily lenses to individuals without astigmatism. We have found, however, that many patients with mild astigmatism (less than -1.00 cylinder) usually have positive experiences with our lenses. For patients with more significant astigmatism, we are planning to offer toric lenses for people with astigmatism soon.

MENU

FIRST BOX FREE

Can you sell contact lenses that are not daily disposables (i.e. weekly and monthly lenses), but will only sell these lenses if we find a product that meets the same high standards of safety and comfort that our daily lenses satisfy. Stay tuned!

Do you carry colored contact lenses?

We unfortunately do not carry colored contact lenses.

Can teenagers wear Hubble lenses?

Yes, all patients with a valid prescription can wear Hubble daily lenses.

Can I use water or contact lens solution to clean or store my Hubble contact lenses?

No! Hubble lenses are daily lenses, designed for individual use. Please do not attempt to wear them for more than one day.

In my last shipment I received different color boxes than my latest shipment. Did something about my lenses change?

Nope! We have 5 different box colors and we like to switch them up to make our shipments more colorful. But don't worry - it's the exact same high-quality lenses in each box.

What additional information do you have for Hubble contact lens wearers?

For more information, see the [Hubble Wearers Guide](#).

MENU

FIRST BOX FREE

What fitting information do you have for eye care professionals?

Check out our [Hubble Fitting Guide](#) to learn more about fitting patients in Hubble contacts.

I'm a prescriber interested in a Hubble fitting set. Can I get one?

Of course! Contact us for more information at help@hubblecontacts.com.

HUBBLE®



help@hubblecontacts.com

[Privacy Policy](#)
[Terms of Service](#)
All rights reserved

Your Email

Stay in touch