

Ensuring Your Satisfaction

Eyeglass Prescription Policy

For prescriptions we fill written by doctors at VisionQuest Eyecare:

An office visit to recheck the prescription will be provided and new lenses will be made at no charge within 60 days of dispensing. Re-check visits after 60 days will be charged the usual fee for a brief exam.

For prescriptions we fill written by other doctors:

Eyeglass lenses will be re-made one time at no charge if the prescribing doctor provides a new prescription in writing within 60 days of dispensing. Rx changes after one free remake or after 60 days will be charged the usual lens price.

For VisionQuest Eyecare prescriptions that are filled elsewhere:

If a lens prescription change is needed after glasses are made, we will not be responsible for any charges incurred. Most reputable optical dispensaries allow doctor Rx changes at no charge, but it is up to the patient to inquire about such policies in advance of purchase.

Progressive addition lenses adaptation Guarantee

If you cannot adapt to progressive addition lenses, our office will make new lenses in any other design that you wish at no charge, within 30 days of dispensing. Since the original lenses were a custom prescription item, which must be discarded, there are no refunds of the difference in cost if the re-made pair is of lesser value.

Refunds / Returns

Refunds must be requested within 30 days of dispensing of eyewear. Refunds are only on materials and not examination fees.