

**HOW TO RETURN AN ITEM**



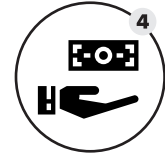
FILL IN THE RETURNS FORM BELOW AND  
INCLUDE IN YOUR PACKAGE



ADD THE LABEL TO  
YOUR PACKAGE



MAIL YOUR PACKAGE  
(MAKE SURE TO COVER DELIVERY COSTS)



REFUNDS WILL BE MADE TO ORIGINAL  
PAYMENT METHOD UPON RECEIPT

**QUESTIONS?**

Get in touch with our customer services team first on 01 513 4141 or through our online chat.  
We are open Monday to Friday from 8:00 to 20:00 and Saturday from 9:00 to 17:30



**EU RETURNS FORM**

Please include this slip in your returned package.

Order Number: \_\_\_\_\_

**REASON FOR THE RETURN**

PLEASE TICK ONE

- Ordered in error
- Incorrect items received
- Damaged on delivery
- Late/Duplicate delivery
- Lens Quality/Vision not as expected
- Lens Comfort/Fit not as expected
- Other: \_\_\_\_\_

**WHAT WOULD YOU LIKE US TO DO?**

PLEASE TICK ONE

- Refund as credit to my Vision Direct account
- Refund to original payment method
- Send an exact replacement
- Alternative – please let us know what you would like to exchange it for:

\_\_\_\_\_  
\_\_\_\_\_

