

### 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?

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Our friendly IE customer service team is happy to help. Chat online, call us on +353 1 513 4141, or write to us at help@visiondirect.ie Please see our website for customer service opening hours.

#### **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:\_\_\_\_\_

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## 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:



Vision Direct 51 Bracken Road Sandyford Dublin D18 CV48 Ireland