

HOW TO RETURN AN ITEM



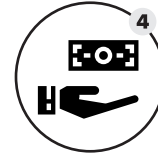
FILL IN THE RETURNS FORM BELOW AND INCLUDE IN YOUR PACKAGE



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.



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:



Vision Direct Ltd
Unit 2 Hudson Court
Great North Way
Nether Poppleton
YORK
YO26 6RB