

**HOW TO RETURN AN ITEM**



FILL IN THE RETURNS FORM BELOW,  
INCLUDE IN YOUR RETURN



ADD THE FREEPOST LABEL  
TO YOUR PACKAGE



POST YOUR PACKAGE



REFUNDS WILL BE MADE TO  
YOUR ORIGINAL PAYMENT  
METHOD UPON RECEIPT

**QUESTIONS?**

Our friendly UK customer service team is happy to help. Chat online, call us on **020 7768 5000**, or write to us at [help@visiondirect.co.uk](mailto:help@visiondirect.co.uk). 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: \_\_\_\_\_

**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:

\_\_\_\_\_

\_\_\_\_\_



FREEPOST RETURNS ARE ONLY AVAILABLE FROM UK ADDRESSES.  
FOR US OR INTL RETURNS, PLEASE USE OUR ALTERNATIVE FORM.



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