

HOW TO RETURN AN ITEM



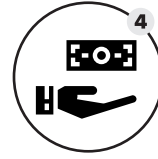
FILL IN THE RETURNS FORM BELOW AND INCLUDE IN YOUR PACKAGE



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?

We're here 7 days a week 8:00 to 23:59 GMT.

Chat online or call +44 20 7768 5000 and our friendly customer service team will be happy to help.



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:

