

HOW TO RETURN AN ITEM



FILL IN THE RETURNS FORM BELOW,
INCLUDE IN YOUR RETURN



ADD THE LABEL TO
YOUR PACKAGE



MAIL YOUR PACKAGE
(MAKE SURE TO COVER DELIVERY COSTS)



REFUNDS WILL BE MADE TO YOUR ORIGINAL
PAYMENT METHOD
UPON RECEIPT

QUESTIONS?

Call our 24 hour US customer service on **1 800 870 0741**, or **+44 20 7768 5000** from any other country, and our friendly team will be happy to help. Don't forget we're available to chat online 24/7 too.



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, UK
Y026 6RB