

1. Your order information (please write in BLOCK CAPITALS)

Order Reference Number:

Your order reference can be found directly below the barcode on your receipt.

Surname: _____

Postcode: _____ Frame Name: _____

This can be found on your receipt under the product or detail columns.

2. Reason for return (please check relevant boxes)

If you are returning your glasses *within* the 14 day no quibble period:

Poor Fit Don't suit me Frame is damaged/broken Order is incorrect I can't see correctly

If your reason for returning your frames is 'I can't see correctly' please send us a copy of your prescription along with the returns form so we can verify the lenses are correct.

If you are returning your glasses *after* the 14 day no quibble period:

Frame is damaged/broken Quality issue The glasses need to be adjusted

3. What would you like us to do? (please check relevant boxes)

If you are returning your glasses *within* the 14 day no quibble period:

Exchange frame for: _____ Correct & return Refund
Name & colour of the frame you wish to exchange for As per no quibble 14 day policy

If you are returning your glasses *after* the 14 day no quibble period:

Adjust/Repair my glasses Please note: Repairs will incur a charge where the damage is not deemed to be a frame or lens fault

4. Comments

Please tell us the reason for your return:

5. Address information

If we're exchanging, or returning frames to you, let us know your address: