

Your name and address

Returning your glasses:

1. Complete the returns form. Include your prescription if you believe there is an issue with the lenses, and package the glasses safely.
2. Peel off the included returns label. When you stick it on the outside of the package, make sure the original barcode stays visible but cover your address with the label.
3. We recommend you return your package via recorded delivery and obtain proof of purchase from the post office. We cannot be held responsible for any items which we do not receive, or that are lost or damaged in the post.

Lost the return label?

At www.royalmail.com/track-my-return/create/241 you can print a new, free label.



Returns Form

Order Reference:		Please tick as required:			
Product Name	Quantity	Refund	Exchange	Correction	Return Code*

*Return Codes : A = Poor fit | B = Don't suit me | C = Damaged/Faulty | D = Order is incorrect | E = I can't see correctly

If you've asked for a refund we shall review and complete your request as soon as possible

If you've asked for an exchange, please specify replacement frame (Please specify replacement frame, colour and lens options)

If you've asked for a correction/repair, what would you like us to do? (Please include a copy of your prescription when returning frames to us)

Additional information:

If you're sending frames to be exchanged or repaired but your address has changed, please write your new details below:

☐ Returning outside the 30-day free returns period?

Please note: Outside this period repairs will incur a charge where the damage is not deemed to be a frame or lens fault.

Care information for your glasses

Love your glasses

- Give your glasses a gentle clean every day using the cloth provided. Avoid using tissues or your clothes as this could damage the lenses.
- We recommend moistening your glasses with a special cleaning spray before wiping them.
- The lenses in our rimless frames are made with a tougher optical plastic than our standard lenses, however, they must still be handled carefully. For example, to avoid unnecessary stress on the lenses, taking your glasses off using both hands.
- With this in mind, take your glasses off using both hands also reduces putting stress on the hinges of the arms.
- Remember to always handle your glasses with care. Optical plastic lenses are delicate regardless of any additional coatings.
- Try and avoid letting others wear your glasses as this could disturb the fit.

Your first time wearing new glasses

Wearing your glasses for the first time can be a challenging experience, and you may notice small or big differences in your life. So do please feel free to give us a call if you have any questions.

The key thing is to use your glasses exactly as your optician instructed.

Glasses Direct recommends you regularly get your eyes tested – as suggested by your optician. This is usually every two years or annually if you're over 70, diabetic, have glaucoma or a family history of glaucoma.

Bifocals or Varifocals?

Bifocals are easy to adapt to. The top part of the lens is for viewing far away objects; the bottom is for reading.

Here are some useful checks when putting them on for the first time:

1. Put your glasses on and look through the top part of the lens - this is the distance prescription, and your vision should be clear.
2. Hold a book in a comfortable reading position. Now drop your eyes to the bottom part of the lens - this is the reading part of your prescription and should make the words clearer.
3. Now look at the floor through the bottom part of the lens. You will find your vision blurred. This is normal. To see the floor clearly, tuck in your chin and look over the top of the bifocal part.

Varifocals can take a little more time to get used to, so don't worry if you don't bond with them instantly. It can take 1-2 weeks before you'll be completely happy with them, but we're sure they will be worth persevering with. As varifocals offer several fields of vision, it's best to test each field step by step.

1. Start by looking through the top part of the lens; this will correct your distance vision. The glasses should sit so that the distance part of the lens is in your natural line of vision.
2. Check your middle/intermediate distance. If you hold a book at arm's length and drop your eyes slowly down from the distance - the print on the book will become clear.
3. The lower section of the lens is the reading part and will make close work visible. Look down at some text in front of you and all will become clear. Literally.

Our opticians are always available to give friendly, professional advice over the phone or by email

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