

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?

We're here 24/7... Chat online or call **020 7768 5000** and our friendly UK based customer service team will be happy to help.



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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