

Returning your glasses

Please follow the steps below and provide the information requested in the spaces provided (use additional forms if returning more than 1 pair).

1 Enter your **ORDER REFERENCE**: Your order reference can be found in your confirmation email or on the top right of the dispatch note.

2 Please enter your **SURNAME** and **POST CODE**:

3 Please enter **FRAME** name: This can be found on your dispatch note under the 'Product Details' columns.

4 Please indicate the **REASON FOR RETURN** by ticking one of the below:

- If you are returning glasses **WITHIN** the **14** day 'no worries' period:
 - Don't fit
 - Don't like the appearance
 - Damaged/broken
 - Not what I ordered
 - Cannot see correctly
 (NOTE: If your reason for return is 'Cannot see correctly', please send us a copy of your prescription on return)
- If you are returning glasses **AFTER** the **14** day 'no worries' period:
 - Damaged/broken
 - Quality issue
 - The glasses need adjusting

5 What would you like us to do?

- If you are returning glasses **WITHIN** the **14** day 'no worries' period:
 - Exchange for Correct and return Refund
Name and colour of glasses you wish to exchange for. (as per 'no worries' 14 day policy)
- If you are returning glasses **AFTER** the **14** day 'no worries' period:
 - Adjust/repair my glasses ((Please note that repairs will incur a charge where the damage is not deemed as a frame or lens fault.)

6 Please add any **COMMENTS** you wish to make:



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Business Reply
Licence Number
RSHT-ZKJZ-JKGA

See in Style Ltd
9 Wheatley Close
London
NW4 4LG

Please cut out the prepaid postage label on the left and attach to the outside of the package, and return your glasses to us with the completed form above.

We recommend you obtain proof of postage from the post office.

PLEASE NOTE:
Unfortunately we cannot be held liable for any items that we do not receive or are lost or damaged in the post when being returned. The Royal Mail does offer a recorded delivery service should you wish to use this rather than our pre-paid returns label.