

**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:  Name & colour of the frame you wish to exchange for ☐ Correct & return ☐ Refund As per no quibble 14 day policyIf 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:

**6. Comments**

Please cut out the prepaid postage label on the right and attach to the outside of the package, and return your glasses to us along with the completed form above (including your prescription if you believe there is an issue with the lenses)

We recommend you send recorded delivery and obtain proof of purchase from the post office as we cannot be held responsible for any items which we do not receive, or that are lost or damaged in the post.

Royal Mail offer a recorded delivery service should you wish to use this rather than the provided pre-paid returns label.

**RETURNS**

Glasses Direct, Gemini House,  
Hargreaves Road, Groundwell,  
SWINDON SN25 5AZ