

Returns

If you're not 100% happy with your new glasses we offer a full refund on any returns within 30 days. This applies to both prescription and non-prescription orders. The 30 day period begins at the delivery date.

Please complete the returns form below and write the returns number provided on the original devliery note or confirmation email. The glasses, including all cases, cloths, branded boxes and any other packaging must be returned in their original condition.

Returns Form

Order Number:

Full Name:

Email:

Items to be returned:

Frame model name(s) and colour(s)

Reason for return:

- | | |
|--|---|
| <input type="checkbox"/> Doesn't fit well | <input type="checkbox"/> Incorrect Item |
| <input type="checkbox"/> Doesn't suit me | <input type="checkbox"/> Changed my mind |
| <input type="checkbox"/> Poor vision quality | <input type="checkbox"/> Other (Please explain below) |

Other:

Notes on returns

Returns should be sent to the address shown on this form and we recommend you obtain proof of postage as we are unable to take responsibility for item lost in the post. You will need to pay for the return postage.

Once we've received your returned order, we'll process it and send you a full refund.

Any issues

If there are other further issues other than the above contact us at:
Info@equaleyewear.co.uk

Send returns to:

Equal Eyewear
PO Box 136
83 Sefton Lane
LIVERPOOL
L31 8YU