

## RETURNS AND EXCHANGES

We make every reasonable effort to ensure that our customers are happy with their purchases and that the correct prescription, lenses and frames are always sent out.

If you have a problem with your glasses or are in anyway dissatisfied with your purchase, please complete and enclose this form in the package and send this back to:

**Direct Sight,  
Unit 1, The Business Centre,  
Raans Road,  
Amersham,  
HP6 6FB**

Please retain proof of postage.

Direct Sight accepts no liability for packages lost in the post.

## CONDITIONS OF RETURN

In order to return an item to Direct Sight and receive either a refund or an exchange for an alternative product, the following conditions need to be met:

- » If returning items, the product(s) need to reach us within 30 days of the item being dispatched by Direct Sight.
- » All items being returned must be sent along with this completed form and a copy of your prescription given by your optician.
- » All items must be in their original condition.
- » All items must contain their original accessories, such as case, cloth, etc.

**Please allow up to 14 working days for exchanges and up to 28 working days for refunds, complex prescriptions and special orders, but we will endeavour to process them as soon as possible.**

Your statutory rights in relation to refunds and returns remain unaffected.

### ITEM(S) RETURNED

### EXCHANGE FOR (IF APPLICABLE)

ORDER NO	PRODUCT CODE	REFUND	EXCHANGE	REASON CODE	PRODUCT NAME/CODE	COLOUR

### REASON CODES

1. Incorrect frame 2. Incorrect prescription (Please include a copy of your prescription) 3. Incorrect lens colour 4. Incorrect lens type  
5. Faulty lens 6. Faulty frame 7. Damaged in post 8. Frame didn't fit 9. Frame did not suit me

### COMMENTS

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### SIGNATURE

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*By signing this form you agree that you have read and fully understand our terms and conditions of return, which can be found by visiting our website.*