



Tel: (+44) 01942 604 372

Unit 10, Spinning Gate, Leigh, Lancashire WN7 4PG  
e: customer.services@eyebuddy.co.uk

Customer Name: \_\_\_\_\_

eyebuddy Order ID: \_\_\_\_\_

Customer Address: \_\_\_\_\_

\_\_\_\_\_

Customer Phone Number: \_\_\_\_\_



**Be sure to update your eyebuddys Regularly**

Remember to keep a copy of your invoice for your own records.  
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## Returns Procedure

At eyebuddy we want all our customers to be completely satisfied with the products and the service they receive. If you would like to return an item, we will be happy to offer an exchange or refund. Exceptions apply to contact lenses, and ophthalmic lenses, as these are custom made to prescriptions. Spectacle lenses will only be refunded up to the value of basic standard eyebuddy lenses. Please notify us of any

returns within 7 days of dispatch from eyebuddy. All returned items must be sent back in the original condition within 7 days of this. Returned items will be your responsibility until they reach us. We suggest you send all returned products back to us using the Royal Mail's special delivery service. Delivery charges will be refunded in the event of faulty or incorrect items. Your statutory rights are not affected.

**Step 1: Please put this slip with your returns parcel**

| Product Code | Product Description | Quantity Returned | Exchange/Refund/Repair |
|--------------|---------------------|-------------------|------------------------|
|              |                     |                   |                        |
|              |                     |                   |                        |
|              |                     |                   |                        |
|              |                     |                   |                        |
|              |                     |                   |                        |
|              |                     |                   |                        |

**Reason for return:**

They were broken when I received them      Other \_\_\_\_\_

I cannot see clearly through them      \_\_\_\_\_

They don't fit      Exchange for (if applicable) \_\_\_\_\_

They are not as I expected them to be      \_\_\_\_\_

**Step 2: Securely post back all items using the returns label on the front page (top right) of your invoice.**

sunglasses - glasses - contact lenses - fashion & designer brands - professional service - unbeatable value

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Registered address: Eyebuddy Ltd, 6 Stanley Street, Liverpool. L1 6AF.  
Company Number: 6662060, VAT Number: 941826806