

Your name and address

Lost the return label?

You can print a new label at www.royalmail.com/track-my-return/create/241 for free.

Returning your glasses

1. Complete the returns form, which can be found below these steps. Include your prescription if you believe there is an issue with the lenses, and package the glasses safely.
2. Peel off the included returns label. When you stick it on the outside of the package, make sure the original barcode stays visible but cover your address with the label.
3. With this, returning is free but we do recommend that you take your package to the post office and ask to be given a receipt for proof of postage.



Returns Form

Order Reference:		Please tick as required:			
Product Name	Quantity	Refund	Exchange	Correction	Return Code*
*Return Codes: A = Poor fit B = Don't suit me C = Damaged/Faulty D = Order is incorrect E = I can't see correctly					
If you've asked for a refund we shall review and complete your request as soon as possible					
If you've asked for an exchange, please specify replacement frame (Please specify replacement frame, colour and lens options)					
If you've asked for a correction/repair, what would you like us to do? (Please include a copy of your prescription when returning frames to us)					

Please turn over to continue

Care information for your glasses

Love your glasses

- Give your glasses a gentle clean every day using the cloth provided. Avoid using tissues or your clothes as this could damage the lenses.
- We recommend moistening your glasses with a special cleaning spray before wiping them.
- The lenses in our rimless frames are made with a tougher optical plastic than our standard lenses, however, they must still be handled carefully. For example, to avoid unnecessary stress on the lenses, take your glasses off using both hands.
- With this in mind, taking your glasses off using both hands also reduces putting stress on the hinges of the arms.
- Remember to always handle your glasses with care. Optical plastic lenses are delicate regardless of any additional coatings.
- Try and avoid letting others wear your glasses as this could disturb the fit.

Your first time wearing new glasses?

Wearing your glasses for the first time can be a challenging experience, and you may notice small or big differences. So do please feel free to give us a call if you have any questions. The key thing is to use your glasses exactly as your optician instructed.

Glasses Direct recommends you regularly get your eyes tested – as suggested by your optician. This is usually every two years or annually if you're over 70, diabetic, have glaucoma or a family history of glaucoma.

For more helpful information, you can visit our website:

For Returns: www.glassesdirect.co.uk/help/returns-policy

For Varifocals: www.glassesdirect.co.uk/varifocal-lenses-explained

If your question is not covered by the above, please contact us on 01793 746601 or email ask@glassesdirect.co.uk

Additional information:

Returning outside the 120-day free returns period?

Please note: Outside this period, repairs will incur a charge where the damage is not deemed to be a frame or lens fault.