

Returns Address: HSBE Ltd, Unit 110 Lakes Innovation Centre, Lakes Road, Braintree, CM7 3AN

To ensure your return is processed efficiently please fill in all 5 steps below, if more room is required please attach another page or write on the reverse of this form. More details on how we process returns can be found on our website www.discountedsunglasses.co.uk/returns

Step 1.

Enter your 6-digit
Invoice Number

#

Date Received

Your invoice number can be found on your INVOICE and on the email you received from us when you ordered.

Step 2.

Enter your full name

Enter your email
address

Step 3.

Complete the following section for each item being returned:

Item	Price Paid	Reason for return	Refund/ Exchange/ Replace?	Item to be exchanged for (if applicable)
			Refund <input type="checkbox"/> Exchange <input type="checkbox"/> Replace <input type="checkbox"/>	
			Refund <input type="checkbox"/> Exchange <input type="checkbox"/> Replace <input type="checkbox"/>	

Step 4.

Print this form and put into the box along with the sunglasses and post to us.

NOTE: It is your responsibility to ensure the items you are returning arrive with us in good condition. We have a right to reduce the refund to reflect any loss in value where the goods have been used or handled 'beyond the sort of handling that might reasonably be allowed in a shop'. We recommend you use a tracked delivery service such as Royal Mail Tracked Delivery, and insure the item for the appropriate cost. We also urge you to return the item in the same box they arrived or a suitable replacement that will ensure they are not damaged in transit. Do not use jiffy bags or padded envelopes as these do not offer sufficient protection.

RETURNS POLICY

If you wish to return goods to Discounted Sunglasses we must be notified by e-mail at help@discountedsunglasses.co.uk within 14 days of receipt if the product is not suitable or damaged. Simply contact us for a return merchandise authorization number (RMA) and return the merchandise in resalable condition in its original packaging (box or case, cloth bag, warranty card etc). Please also include either the original invoice supplied and details of whether you require a refund or exchange or a basic note with your details, order/invoice number and your requirements for exchange or refund.

We recommend you send the return recorded delivery as we are not responsible for items lost in the post. The cost of returning the item is your responsibility.

Once a return is received a refund will be processed within 14 days of the item being received, typically 48 hours.

We have a right to reduce the refund to reflect any loss in value where the goods have been used or handled 'beyond the sort of handling that might reasonably be allowed in a shop'.

Refunds are processed according to the original method of payment.

In the unlikely event that we have dispatched the incorrect item, you are eligible for a refund on your return postage costs. Please contact us in advance to inform us of this at help@discountedsunglasses.co.uk. After we have received the incorrect item from you we will dispatch the correct one immediately. Please send your item by Royal Mail Recorded, not Royal Mail Special delivery.

This does not affect your statutory rights.