



(02) 8103 3092 | [www.dimplecontacts.com](http://www.dimplecontacts.com) | Mon - Fri (9am - 5:30pm AEST)

## THANKS FOR YOUR ORDER WITH DIMPLE CONTACTS

### OUR RETURNS POLICY AT A GLANCE

Online orders must be returned to our head office.

Returns must be received before replacement products are dispatched or refunds provided.

Items for refund must be returned with tamper seal stickers still intact (including any Dimple packaging, but excluding any exterior delivery packaging to be unopened and unmarked).

Returns by post are to be paid for by the customer (unless the item is faulty or incorrect supplied).

The product(s) must be returned within 30 days of delivery.

**Please ensure your return is compliant with our full Return Policy found at**

<https://www.dimplecontacts.com/pages/returns>

### RETURNING PRODUCT

Simply fill out the form below, and enclose this form with the item(s) you are returning. Mail your return to:

**DIMPLE OPTICS Pty Ltd**

Level 1/672 Crown St, Surry Hills, NSW, 2010.

Once we received your return, we will send you a confirmation email.

**IMPORTANT: Please allow up to 7 business days for your return to be processed.**

 <b>RETURNS FORM</b>	<b>YOUR ORDER #:</b>
	<b>NAME:</b>

**Please ensure you have complied with the below requirements.**

Failure to comply with the following requirements may result in your return being rejected or significantly delayed.

- You have a copy of your Return Tracking Number from Australia Post.
- This form includes the original Order Number above;
- The products being returned are unused, unopened and undamaged (except in the case of faulty products).
- It has been less than 30 days since the product(s) were delivered.
- There are no labels, tape or other packing affixed to Product(s) or their box/packaging.

**REASON CODES:** Tick one.

- Refund.
- Faulty.
- Exchange - Please Enter Correct Prescription: Left Eye \_\_\_\_\_ Right Eye: \_\_\_\_\_

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

