

WHOLESALE PRESCRIPTION WARRANTY CLAIMS PROCESS



Returns are easy – but must strictly adhere to the SafeStyle® claims process.

PROCESS

The purchaser must complete the below form and post the product with this form to the address below.

SafeStyle® returns address: Unit 3 / 17 Pearson Way, Osborne Park, WA, 6017, Australia

You will receive an email confirmation which will include the outcome and next steps once your claim has been processed.

To process your claim we require the below information:

Store Name: _____	Today's Date: _____
Order Reference: _____	
Original Order Date: _____	(IF APPLICABLE) Replacement Order Date: _____
Original Order Confirmation Number: WP _____	Replacement Order Confirmation Number: WP _____
Original Invoice: _____	Replacement Invoice: _____

REASON FOR RETURN

Faulty Frame	Dispensing Error
Faulty Lens	Other: _____
Non-adaption	Brief explanation for return: _____
Accessories	

WARRANTY AND CLAIM PERIODS

Warranty claims for manufacturing defects must be received within 12 months of the original invoice. Progressive lens warranties must be received within 3 months of the original order. Coating claims must be received within 2 years of the **original order date**.

ACCESSORIES: SafeStyle® Accessories are considered faulty if they arrive damaged or if a manufacturing defect arises within 30 days of purchase. Please be aware that items damaged by you, through other means, or due to normal wear and tear are not classified as faulty.

IN ADDITION, the SafeStyle® warranty policy does not cover the following:

- Damage caused by natural disaster
- Accidental loss or theft
- Eyewear store outside of supplied hard case
- Chemical exposure including sunscreen
- Accidental damage to the frame and/or lens
- Wear and Tear/Scratch

OFFICE USE ONLY

Approved	Not Approved	Other
Credit #:	Reason:	



SAFESTYLE PTY LTD
3/17 PEARSON WAY, OSBORNE PARK, WA 6017

FROM THE WORKSITE TO THE WEEKEND®

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