

## RETURNS FORM

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Please complete this form and send it along with your returned products to the address at the bottom of the page.

We would recommend you return the package using a tracked postal service as we cannot take responsibility for any items lost in transit. The cost of returns postage is covered by you, the customer.

Order Number	Customer Name	Order Date

### REASON FOR RETURN

- |                             |                            |
|-----------------------------|----------------------------|
| 1 – Product Faulty          | 2 – Product Damaged        |
| 3 – Non-Bespoke Item Return | 4 – Wrong Item Sent        |
| 5 – Home Try-On             | 6 – Other (Please Specify) |

Frame name	Frame Colour	Returns Code

### TERMS AND CONDITIONS

- Unless in exceptional circumstances, we will only accept returns for non-bespoke items purchased online.
- Items must be returned within 14 days from the date they were received.
- Returned items should be in original packaging and should not be used or damaged.
- Please see the Delivery and Returns Process page of our website for more information and full terms and conditions.

### RETURN TO:

**IOLLA Ltd**  
**125 Cambuslang Road**  
**Glasgow**  
**G32 8NB**