

RETURNS FORM

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

We would advise you to return the package using a traceable 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:	Order date:
Customer Name:	Customer Address and Postcode:

Returns codes: 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
125 Cambuslang Road
GLASGOW
Scotland
G32 8NB

HELP AND SUPPORT:

hey@iolla.com
0141 646 0659