

## GRAFTON OPTICAL ONLINE SHOP RETURNS POLICY

If you are not entirely satisfied with your purchase, we're here to help.

### Returns & refunds

We accept return requests for any item that is unused, in the original packaging and in the same condition that you received it.

Please email [sales@graftonoptical.com](mailto:sales@graftonoptical.com) within 14 days of receiving your item to inform us that you will be sending a return. You have 28 calendar days to return your item from the date that you received it. Once we receive your returned item, we will inspect it and notify you that it has been received. We will notify you on the status of your refund via email after inspecting the item.

If your return is approved, we will initiate a refund to your payment card, if you paid by card, or direct to your bank account if you have paid by bank transfer. We reserve the right to ask for evidence of this bank account, e.g. bank statement or paying in slip, before making payment. We will make payment within 14 days of your refund being authorised.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. You are responsible for insuring the item during transit.

### Exchanges

In the unlikely event that you receive a damaged or defective item, we're happy to exchange the item for a new one. Please email [sales@graftonoptical.com](mailto:sales@graftonoptical.com) within 28 calendar days of receiving your product to begin the process.

If you have any questions on how to return or exchange your item, please contact us.