



RETURNS ARE AS EASY AS 1,2,3,4!

RMA# \_\_\_\_\_

**Step 1: Your Contact Information**

Please fill out the form below with your contact information.

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Email Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**Step 2: Call Customer Service to get a RMA#**

Call customer service at 1-800 LENS.COM (1-800-536-7266) to obtain a Return Merchandise Authorization Number (RMA#).

**ALL RETURNS REQUIRE A RMA#**

- If there is a problem with your order, you may return your product for a refund or an exchange, within 30 days of receipt.
- Product must be in saleable condition. Any items that have been opened, marked or damaged are NOT returnable.
- "Made-to-Order" or "Custom Lenses" are not returnable.

**Step 3: List the Items you are Returning and the Reason**

Qty	Lens Name/Description	Base Curve	Diameter	Power	Addition	Cylinder	Axis	Color

**Reason for Return: (Please Check One)**

- Rx Changed     
 Ordered Wrong Item     
 Shipped Wrong Item     
 Other \_\_\_\_\_

**Step 4: Package Items and Ship Insured Mail**

- Wrap the package securely, using the box in which you received your order, if possible.
- Peel off the pre-addressed return label from this invoice and affix it to your package.
- If your shipping label is missing, please return to:
  - Lens.com, Inc.
  - Attn. Return Dept.
  - 3016 Georgia St.
  - Louisiana, MO 63353
- Send your return to us through The United States Postal Service.
- For your protection, we recommend you ship your return to us with insured service. We cannot assume responsibility for misdirected, damaged or lost shipments.
- Call customer service at 1-800 LENS.COM (1-800-536-7266) to provide us with your insurance reference number so we can track your shipment.