

Debby Burk Optical Returns and Exchange Information

Send All Returns To:

Returns
Debby Burk Optical
7 Overlook Lane
Plainview, N.Y. 11803

Customer Service Contact: Telephone: 1-800-789-6322 (Monday–Friday 9:00am–6:00pm) EST Email: Help@DebSpecs.com

RETURNS/EXCHANGES SHIPPING INSTRUCTIONS

For your protection, please ship the merchandise that you wish to return or exchange back to us using UPS, FedEx Ground, or insured Parcel Post. We strongly recommend US Post Office as it is by far the most cost effective. Please note that we do not reimburse costs for mailing services, postage, handling, or return shipping costs.

Debby Burk Optical will pay return shipping costs for defective merchandise only. In the case of defective merchandise/wrong product, you must call or email customer service first. help@debspecs.com 1-800-789-6322 With defective/wrong merchandise we WILL provide a return label, but we will not reimburse you if you return it on your own accord.

1. Please complete and enclose this form with your package to ensure your request can be processed quickly and efficiently.
2. When returning/exchanging a gift given to you by someone else, please provide the name and address of the person who gave the gift to you in the return payment section of the form below. This information will help us to process your return while maintaining the confidentiality of your gift return.
3. Please retain your shipping receipt with the tracking number until you have received your refund or exchange.

RETURNS:

Standard Return:

Return the original item(s) using the Return/Exchange Form below and following the shipping instructions above making sure to complete the return payment form below.

EXCHANGES:

Complete your new order information below. If you are ordering a different style, you will receive a refund for the returned pair(s) and then charged for the new one(s).

Please Complete the Information Below for Returns

<u>Order Number</u>	<u>Item Name</u>	<u>Refund/Exchange?</u>	<u>Additional Information</u>

Please Complete the Information Below for Exchanges

<u>Item Name</u>	<u>SKU</u>	<u>Price</u>	<u>Color</u>	<u>Strength</u>

Reading glasses & Accessories have a no-nonsense complete satisfaction guarantee: Return the glasses in original condition within thirty days and you'll get a prompt refund (less shipping and handling), no questions asked. Prescription Eyewear- We refund the frames but not the lenses. The exact refund amnt for prescription eyewear varies, and is posted on the product page.

All items with manufacturer's defects are eligible for refund. However, we do not refund items which have been damaged through neglect & unreasonable force by the purchaser (i.e. smashed in glove compartment, bending temples beyond structural integrity, eaten by dog, etc).

If merchandise is defective, please **call first** to arrange return postage. In the U.S. 1-800-789-6322, International 1-516-935-4584

Exchanges: We will refund your money to your credit card then you can re-order. If you'd like, you can enclose your new order in the box.

Re-Stocking fee: THERE IS NO RE-STOCKING FEE under normal circumstances. However, we reserve the right to charge up to 15% in very few cases where we feel our generous policy has been taken advantage of. An example is, ordering the same pair of glasses over and over only to return them. Only 2 people in 10 years have been charged a re-stocking fee. It will never be a surprise. We will always inform you first. EXCEPTION: For the [Melissa line of glasses](#), there is a \$15.00 Re-Stocking fee.

