

# **The Eyes On Broadway, Muswell Hill, N10 1BX.**

## **TERMS & CONDITIONS:**

### **Policy on returns, replacements and refunds**

#### **Re: return of defective eyewear products or those supplied with an incorrect prescription**

THE EYES ON BROADWAY will provide a replacement of goods where:

- prescription glasses, contact lenses or sunglasses have not been made to the prescription that has been specified and signed by the prescribing clinician.
- goods are delivered or supplied in a damaged condition.

You are required to return any incorrect or damaged goods as soon as possible to THE EYES ON BROADWAY, at 343 Muswell Hill Broadway, London, N10 1BX.

Please note that goods are to be returned, including all component parts, within no more than 30 days of the date you first received the goods.

A replacement will be offered to you by THE EYES ON BROADWAY following receipt of the returned goods. The replacement will be supplied within 14 days of the date the returned goods are received. Where it is not possible to meet this deadline, due to any supply issues, you will be notified as soon as possible. Where a replacement cannot be given, a full refund will be issued.

Nothing within these terms and conditions affect your statutory rights regarding the return of defective goods. In the event that goods supplied are found to be faulty, then you should report this to THE EYES ON BROADWAY as soon as possible after you've discovered the defect or fault.

If you receive your eyewear product/s and these are not fit for purpose then THE EYES ON BROADWAY will attempt to rectify the issue with the frames or the lenses. If we are not able to rectify the issue, for example: if you have a problem with the prescription of your glasses and we have been unable to rectify this, you will need to provide proof that the test results made elsewhere were different enough to cause the original problem.

Any refunds agreed by THE EYES ON BROADWAY for an item that cannot be repaired or replaced, may be reduced in a proportionate manner if it is evident that some of the goods have been used.

THE EYES ON BROADWAY reserves the right to refuse any future orders from customers who have made previous unsubstantiated claims.

If you have any questions regarding our policy on returns, replacements and refunds, please contact us on 0208 883 2183.

### Re: Return of unwanted eyewear products

Please note that THE EYES ON BROADWAY are not able to offer any refunds or replacements for any reasons other than those stated above, namely where goods have been supplied or delivered in a faulty or damaged condition, or with an incorrect prescription or specification.

The eyewear products we offer are bespoke products, made especially to fit our customers' individual prescriptions, facial measurements and specific preferences, and as such cannot be used by another patient..

At THE EYES ON BROADWAY, we pride ourselves on our customer-focused, tailor-made service and the products we supply are unique to each of our customers. These bespoke products therefore have a range of services attached to them, and the price of the frames includes a service fee for fitting the frames to the wearer and making any relevant adjustments. Once the frames have been fitted and adjusted in this way, they cannot then be sold to another customer.

Prior to requesting your payment and processing your order, THE EYES ON BROADWAY will give you as much time as you need to talk through everything you would like to know about your prescription glasses, sunglasses or contact lenses, to enable you to make a fully informed decision about the purchase.

The end product will be described in as much detail as possible and, if possible, we will also show you how it might look. Once you are satisfied with the appearance, functionality and price of your product, we will request your consent to process your payment and place your order.

Once your payment has been made and the order has been placed, we cannot offer you a refund or replacement. Once an order is submitted, your product goes into

production and payments cannot be cancelled. We therefore ask that you only proceed to payment once all your questions or concerns have been dealt with.

At THE EYES ON BROADWAY, we want all of our customers to be happy with their purchase, so please let us know if there is anything you are not satisfied with once you have received your customised eyewear and we will do whatever we can to rectify this.

If we have offered to rectify the customer's concern and this offer is not accepted, then we reserve the right to not offer a refund or replacement.

If THE EYES ON BROADWAY have offered and tried to rectify the situation and the intervention has not been successful, then we would offer a refund at our discretion.

Please note any refunds offered will incur a service fee to cover our administration costs.

Service fees are variable, depending on the cost of the original order.

Any refunds are at the discretion of THE EYES ON BROADWAY and do not affect your consumer rights.

Service fees will be applied to any refunds given even if the products are returned in good working order, provided these are returned within the legal timeframe of 30 days, stating the reasons for the return.

We will have 7 days to reply, with our response to your refund request.

If you have any questions regarding our policy on returns, replacements and refunds, please contact us on 0208 883 2183.