
EURO OPTICS RETURNS & WARRANTY POLICY

Our Warranty

All our Sunglasses are produced with the highest quality materials to ensure we meet the mandatory standards (AS/NZS 1067:2003) required on all eyewear. All our sunglasses are provided to you with a 12 month warranty period for any defects within that time. EURO OPTICS strives to ensure you are satisfied with your purchase. We want you to love what you've ordered. If something isn't right, let us know, we will ensure we make it right again. Email us your questions and concerns on eyewear.asst@gibimp.com.au or call us on 03 9581 3666 Monday to Friday 8.30am - 5.00pm (AEST).

Returns

Refunds or exchanges cannot be offered unless the items are: faulty, unfit for the products intended purpose or different to those shown or described to you.

Returns by Mail

Please enclose your receipt of purchase/invoice and merchandise along with a [EURO OPTICS return form](#) within 14 days of receipt of the goods, in a parcel and mail it to:

EURO OPTICS Return Orders

Reply Paid 577
PO BOX 577
Moorabbin VIC, 3189
AUSTRALIA

What happens next?

- Your refund will be completed within 3 working days of your return arriving at our warehouse and we'll send you a confirmation email once we have refunded you.
- Any refund will automatically be issued to the original payment used when placing your order
- All goods are inspected upon return and we try our best to accept all returned items.
- The goods are your responsibility until they reach our warehouse, so please make sure it is packed well to eliminate any damage in transit.

Once your refund has been processed, depending on your card issuer, it can take up to 10 business days for the funds to be present in your account.

EURO OPTICS RETURNS FORM

Dear Customer, Thank you for shopping at eurooptics.com.au. We hope that you are happy with the items that you have ordered.

If an item that you have ordered is unsuitable, please return it to us for an exchange or refund, within 14 days of receipt of the goods. Refunds or exchanges cannot be offered unless the items are: faulty, unfit for the products intended purpose or different to those shown or described to you

- Please enclose your receipt with the merchandise you would like to exchange/return, and mail to:

EURO OPTICS Return Orders

Reply Paid 577, PO BOX 577, Moorabbin VIC 3189. AUSTRALIA

- Please allow 14 days from the day you returned your items, for your account to be credited.
- Please complete the information required at the bottom of this form.

Please email us eyewear.asst@gibimp.com.au or call us on 03 9581 3666 Monday to Friday 8.30am - 5.00pm (AEST) and we will be happy to help you with any further questions that you might have.

Yours sincerely,

EURO OPTICS Online

Returns Procedure

Name _____ Daytime Phone Number _____

Address _____

RETURNED ITEMS

STYLE NUMBER	COLOUR	QTY & INVOICE NO

EXCHANGE REQUIRED

STYLE NUMBER	COLOUR	QTY & INVOICE NO

Reason For Return / Comments

-Office Use Only- REFUNDED TOTAL \$ _____

DELIVERY INFORMATION POLICY

Australia and New Zealand: Standard Shipping*

- Your order will be dispatched within 7 days and delivered by Australia Post in approximately 1-7 BUSINESS days. This service can take longer to some rural areas, and slows during peak periods such as December.
- Free Standard Shipping on orders over \$85
- \$10 Standard Shipping for orders under \$85
- Tracking is generally available at least two (2) days after shipment, and the number can be provided by request.
- If your order will take longer to dispatch during peak times, we will contact you directly to let you know.

International Shipping for \$25*

- Your order will be delivered in approximately 10-15 postal BUSINESS days, but can take longer depending on factors beyond our control (eg: strikes, public holidays)
- \$25 shipping for deliveries outside of Australia & New Zealand
- Please note: Occasionally customs inspections may delay delivery by a few days
- EURO OPTICS reserves the rights to change your shipping method in these cases and will provide tracking details for the new carrier once shipped.

* Please note: It is a condition of purchase that once shipped ownership passes to the customer as EURO OPTICS cannot be responsible for the parcel thereafter. We will provide tracking data to support the customer in locating the parcel in the event it is deemed slow or missing. EURO OPTICS cannot direct where the delivery person to place the parcel on your property, nor be responsible in the unlikely event a parcel is stolen from a letter box. Please consider having your parcel delivered to your work or post office box if you are unlikely to be home.