



Ten-Eighty (Norwich) Ltd
 6-8 Dove Street
 Norwich
 Norfolk
 NR2 1DE
 Tel: 01603 628123
 Fax: 01603 628413

RA#

THANK YOU FOR YOUR ORDER

RETURNING A PRODUCT FOR A REFUND / EXCHANGE

Having received your order and for any reason you need to return or exchange any product(s) please contact us by email with your request to returns@ten-eighty.co.uk for an RA#. The returns authorization number must be clearly printed on the above address label ready for displaying on the outside of the package. RA# help us to process your refund / exchange more efficiently.

WRONG ITEM / SIZE / COLOUR

If you decide that the item(s) you have ordered are unsuitable or they are the wrong size / colour, you may return them to us within 14 days of dispatch from us for an exchange or refund. The item(s) must be in their original packaging with all tags and information attached. Please note that your original shipping costs are not refundable and that you are responsible for shipping the item(s) back to us. We require all item(s) to be shipped via an insured service covering the value of the item(s). Eyewear MUST be shipped via Royal Mail Special Delivery. We cannot be held responsible for returned products being lost or damaged in transit. Returned item(s) are the sole responsibility of the customer until a signature has been given upon receipt for the insured service.

FAULTY GOODS

If your goods appear to be defective upon delivery please contact us immediately and return them to us for inspection. If goods are found to be defective you are entitled to an exchange or full refund including any p+p charges incurred.

EXCHANGE CHARGES - CONDITIONS

Only items from our OUTLET site will require a re-packaging fee of £4 for any requested exchange. Item(s) must be returned to Ten-Eighty within 14 days of dispatch from us. Any items returned outside this time frame are accepted at the discretion of Ten-eighty and can only be refunded as a 'store / online credit'

Full Terms and Conditions can be found at www.ten-eighty.co.uk/acatalog/info.html

Name - Invoice	Order Number
Item Description	Reason for return / exchange for