

Glasses Point Return Policy

Broken Glasses – Glasses Point is NOT responsible for any damage caused to the glasses during shipment and after they are received by the buyer. Glasses frame is a fragile product and you need to handle it with care to avoid any accidents.

Wrong Prescription – Glasses Point is NOT responsible if buyer makes a mistake when filling out their order/prescription online. In the rare case where we have made an error in the prescription beyond the normal standards, we will remake the glasses promptly and correctly at no charge to the customer.

The Frame Does Not Suit – if the frame you have ordered is too big or too small and you are not happy with how it looks on your face, Glasses Point will:

1. Will offer you a free exchange for another frame of the same cost or lower

The offer of an **exchange is only available once**, if you're not happy with the alternative frame the second time around no exchange will be offered again. Please make sure you look at the **frames' measurements** on our website **before you buy** and if possible compare them with your current or any other frame that suits you.

If the frame you exchange for is lower in cost GlassesPoint will NOT refund the difference. If the frame you exchange for is higher in cost, you will have to pay the gap. Once again, please choose carefully.

2. Multifocal glasses can be exchanged for a pair of bi-focal or two pairs of single vision glasses for distance and near correction. Multifocal glasses cannot be exchanged for another pair of multifocals.

OR

3. Refund 50% of the cost of the glasses.

If the glasses you received do not suit your face and you do not want to exchange for any other frame, GlassesPoint will refund 50% of the total cost of the glasses.

We can only refund **50%** of the cost because prescription glasses are custom made to your prescription. Prescription lenses take time and money to prepare and there is nothing we can do with the returned product. Please ensure that you look at the frame measurements given next to each frame on our website, before you buy.

Postage is NOT covered in either refund or exchange!

The Exchange – if the frame did not suit your face an exchange can be made. If the alternative frame costs more than the one you're returning, you will have to pay the gap.

The alternative frame order will only be processed **after** you have returned your unsuitable glasses back to us and have paid any price difference (if applicable).

The Exchange for Multifocal Glasses – multifocal glasses can be exchanged for a pair of bi-focal glasses OR two pairs of single vision glasses.

Multifocal glasses cannot be exchanged for another pair of multifocals.

The Refund – if the frame did not suit you face and you do not want to exchange for any other frame/s a 50% refund will be made after we receive the glasses back from you.

Returning glasses – You must send your glasses in their original case and with their invoice.

Your glasses must be returned in their original condition, no broken, scratched or somehow damaged glasses will be accepted.

Postage – Glasses Point will NOT be responsible for the glasses while they travel. Please post your returns by secure mail such as Registered Post or Australia Express Post with a tracking number. Please keep your postal tracking number until you receive your 50% refund.

If the returned glasses are not received by Glasses Point in their original condition, including their case and invoice, NO refund will be made.

I have been waiting for too long, I want my money back – Some orders take longer to complete and it may be due to a number of different reasons such as: complex prescription, a fail at quality control stage and re-make of your glasses, a higher than usual demand at the time of purchase.

The average waiting time is 2 weeks from the day of order to the day you receive your glasses. However, it may take up to 30 working days for your order to arrive. This does not happen often but it does happen sometimes due to one of the reasons mentioned above.

We cannot cancel your order in the middle of the manufacturing process and we do NOT refund unless we have failed to deliver your order. According to Glasses Point policy, no order can be classified as 'failed to deliver' unless it has been more than 30 working days from the day you ordered.

Order date – if you have submitted your order online but you put your payment through a number of days later (e.g. when paying by direct deposit), your order will not be processed until the payment is received by Glasses Point. Therefore your official order date, from which you should start counting your waiting time, will be the date the payment was received by Glasses Point.

If there are any changes or cancellations to be made they must be made within 24 hours of the order after which we cannot alter the order.