

Debby Burk Optical Returns and Exchange Information

Send All Returns To:

Returns
Debby Burk Optical
1161 Canyon Shadows Court | Cary, NC 27519

Customer Service Contact: Telephone: 1-312.764.7212 (Monday–Friday 9:00am–6:00pm)
CST Email: support@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 the 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 email customer service first for return authorization at support@debspecs.com. 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.

(continued)

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

Order Number	Item Name	Why?	Additional Information
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Please Complete the Information Below for Exchanges

Order Number	Item Name	SKU	Price	Color	Strength
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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 email first to arrange return postage.

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 readers which are the collection of glasses typically less than \$19.95 However, we reserve the right to charge up to 15% in for optical quality frames and lens orders as these are custom cut to your specifications.

