

Product return form

Providing us with this important information will help expedite your return or exchange.

Please send a copy of this form along with the items you are returning to:

Advanier Lda
Rua Vasco Gonçalves, lote 9, Quinta do Visconde
2835-678 Santo António da Charneca
Portugal

Providing us with this important information will help expedite your return or exchange.

Customer information	
Name:	
Your order no.:	
Order date:	

I am returning the following item(s):			
Item Number (SKU)	Quantity	Description	Reason For Return

<input type="radio"/>	Please give a refund for returned items(s)
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<input type="radio"/>	Please send the items below in exchange, to the same address as given in the order		
<input type="radio"/>	Please send the items below in exchange, to the following Name/address:		
Item Number	Quantity	Description	

- a) Returns or exchanges must be made within 14 days of reception of the products: Shipping charges for your original order and for the return are not refundable. We do NOT accept returns sent as "payment on delivery".
- b) Defective or wrong items received: Return must be made within 14 days of reception of the products, and will be exchanged for a new product, or repaired, if the manufacturer agree that the item is defective. Shipping charges for the return are refundable.

Refunds will be issued to the same credit card or PayPal account that was used to purchase the item(s) returned.

If you paid by wire transfer (bank transfer), you will need to inform us your IBAN number:

Additional comments:



Returned items must be complete and in the following conditions:

- in the original packaging, and suitable for re-sale again. Any item that has been used, dented or damaged will not be returnable (except in cases where the return is due to a warranty issue due to a manufacturer defect of the item).
- Contact lenses boxes must be unopened, and in perfect condition for resale.

Made to order (custom products) cannot be returned, except if they have a manufacturing defect.

Enclose this completed return form together with a copy of your invoice.

Any credits will be applied to your account within 1 week after we have received your return.

Date: Signature: