

Sale or Return Policy

Conditions

- All items on sale or return must be returned within 28 days of receipt unless an extension has previously been agreed upon between Lenstec and the customer.
- Items returned after this time, with no prior agreed extension period will not be accepted.
- A credit note will be raised for all sale or return items, which are valid for 6 months from the date issued. After this time the credit will become void.
- No cash credits are permitted unless written authorization has been given.
- All items must be returned unused, in all the original packaging, in a resellable state, with absolutely no damage. No secondary labelling is permitted, nor the addition of patient details or other additional instructions to the packaging. Lenstec reserve the right to return any items deemed to breach this and no credit issued
- Returns must be appropriately packaged to ensure they are fully protected during transportation.
- The customer is responsible for arranging the return of all items through a carrier of their choice and at the customer's expense. Lenstec strongly recommends items to be returned via a traceable service.

All item should be returned to the following address:

FAO: Ruth Dalgreen
Lenstec (Barbados) Inc
Lenstec House, Unit 8
Mariner Court, Calder Park
Wakefield. West Yorkshire
WF4 3FL

Customer Service

Monday to Friday 8.30am -5.00pm
Tel: 01924 382678
Fax: 01924 850454
Email: lenstecuk@lenstec.com