



RMA# _____

Provided By Customer Service

RETURNS ARE AS EASY AS 1,2,3,4!

Step 1: Your Contact Information

Please fill out the form below with your contact information.

First Name: _____ **Last Name:** _____

Email Address: _____ **Phone Number:** _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Step 2: Call Customer Service to get an RMA#

Call Customer Service at 1-800 Lens.com (1800-536-7266) to obtain a Return Merchandise Authorization Number (RMA#).

ALL RETURNS REQUIRE AN RMA#

Goods returned without an RMA will incur a 25% restocking fee or if you choose to have the product returned, a charge of \$14.99 to pack and ship the non-RMA products back to you.

- If there is a problem with your order, you may return your product for a refund or exchange. You must call for the RMA within 60 days of our shipping the product to you.
- Product must be in saleable condition. Any items that have been opened, marked, or damaged are Not returnable
- "Made-to-Order" or "Custom Lenses" are not returnable.

Step 3: List the Items you are Returning and the Reason

| Qty | Lens Name/Description | Base Curve | Diameter | Power | Addition | Cylinder | Axis | Color |
|-----|-----------------------|------------|----------|-------|----------|----------|------|-------|
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Reason for Return: (Please Check One)

- Rx Changed
 Ordered Wrong Item
 Shipped Wrong Item
 Other _____

Step 4: Package Items and Ship Insured Mail

- Wrap the package securely, using the box in which you received your order, if possible.
- Print the return label from the Customer Service email and affix it to your package.
- If you are unable to print a return label, please return your contact lenses to:
Lens.com, Inc.
Attn. Return Dept.
3016 Georgia St.
Louisiana, MO 63353
- Send your return to us through The United States Postal Service.
- For your protection, we recommend you ship your return to us with insured service. We cannot assume responsibility for misdirected, damaged or lost shipments.
- Call customer service at 1-800 LENS.COM (1-800-536-7266) to provide us with your insurance reference number so we can track your shipment.