

Thank you for your recent order from Shade Station!

We hope you love your new eyewear as much as we do. We're thrilled that you have chosen to purchase from us. It's our mission to provide the finest selection of designer eyewear, curated with care to ensure unequalled quality and style.

If however, you are not completely satisfied with your order, simply return the item(s) to us in their original condition with all manufacturer's packaging within 14 days of delivery.

How do I return items?

1. Complete the table indicating whether you want a refund or exchange for any items being returned.
2. Please return the item(s) using a trackable and insured postal service. **Do not** use courier companies, as they may incur high customs clearance charges.

Make sure to keep your tracking number for reference.

When sending your return, you'll be asked to complete an electronic declaration form with the postal provider. Please tick **Return Goods** and clearly mark the parcel as **British Returned Goods - Relief Claimed**.

This is essential to avoid customs fees, which you would otherwise be responsible for.

Ensure the items are packaged securely, and return them to:
Shade Station, Unit 4, Quest Park, Moss Hall Road, Bury, BL9 7JZ, United Kingdom.

Product code:	Refund or exchange:	Item(s) to exchange for:
<i>e.g. RB4165 601/8G 55</i>	<i>Exchange</i>	<i>RB4165 651287 55</i>

3. We aim to process returns within 10 working days of receipt.

Important Information

It is your responsibility to ensure that the goods are returned to us in their original condition with all the manufacturers packaging, instructions and guarantee booklet. Failure to include these will result in a delay in processing your return.

Shade Station do not pay returns postage unless an item is the wrong item or faulty.

For full terms and conditions regarding returns please see www.shadestation.co.uk/terms.php

Faulty items

If you receive your item in a faulty condition you must notify us within 7 days of receipt of the product.

Please email info@shadestation.co.uk, quote your name and order number and include images of the fault. We will then advise on how to proceed with the return.

Received the wrong item?

If the item you received is not what you originally ordered, please email info@shadestation.co.uk quoting your name and order number and the model number and image of the item that you have received.

We will then advise on how to proceed with the return. This returns policy does not effect your statutory rights.



Need some help? You can use our Live Chat feature or give us a call on (+44) 0344 848 7878 to speak to one of our experts.