

## Changing / Cancelling Your Order

Customer Services - 2018-08-24 - Orders

### **Changing Your Order**

Customers are able to request alterations to their order before it has been shipped. The estimated handling time from order to delivery is one working day (which can be subject to change during busy periods). During this short time, we are able to change products that have been ordered and amend any orders. Please contact us stating your order number and specify what needs to be changed. Order contents cannot be changed after the package has been dispatched.

### **Changing Your Prescription**

If you discover that you have ordered the Incorrect Prescription then you can contact us regarding a change of product. If your product has already been dispatched then we will be unable to change your order. It will be your responsibility to return lenses that are the incorrect prescription by requesting a returns label from us. The lenses must be returned sealed and intact. You will have to re-order lenses with the correct prescription.

### **Change Of Address**

You can also get in touch with us to make corrections to your address if you believe it to have been inputted incorrectly at checkout, or if it displays incorrectly on your invoice. Customers cannot change their address or the products ordered once the package has been shipped. Once the status on the package has been marked as dispatched you will be unable to change details and we will be unable to update your address.

In this instance, customers must wait the recommended wait period (14 days) before the parcel will be automatically returned to this. Once receiving your undeliverable order, we can then take the appropriate action to help remedy your situation.

### **Cancelling Your Order**

If you have placed an order by mistake, or want to cancel it for other reasons, then please get in touch with Customer Services ASAP. It should be noted that you can only cancel orders whilst the order is being processed. If an order has been shipped/dispatched then we will be unable to cancel it. Customers must wait for the order to arrive before contacting us about arranging a return and refund. Please see Returns & Exchanges for more information.

If you do not act quickly enough to change the products in your order, you must wait for the parcel to be delivered before contacting us regarding a return or a refund for unwanted products. Customers are reminded to not open or break the seal on products they wish to

return.

#### Related Content

- [Confirming Your Order](#)
- [Tracking Your Order](#)
- [Late Delivery FAQs](#)
- [Returns & Refunds FAQs](#)
- [Payment FAQs](#)