

**How do I place an order?**

Browse the site and pick out a frame. Or better yet, several frames! After you choose Fill in your prescription and tell us what lenses and coatings you would like. We'll take care of the rest! We have a full tutorial on how to shop at EyeBuyDirect as well!

**Where can I get my prescription?**

You will get your prescription from your eye care professional, likely an optician or optometrist, following an eye exam.

**How is EyeBuyDirect so inexpensive?**

In short, we cut out the middlemen and retail costs — that means lower prices and more convenience for you! We complete all manufacturing under one roof and never cut corners on quality.

**Can I reorder a pair I bought previously?**

Yes! Log into your account and look up the previous order in the purchase history. If the frame is currently available, you will see the word Reorder in the order details. Click on Reorder, and the exact same pair of glasses will be in your Shopping Cart.

**Can I add glasses to my existing order?**

Yes, of course! Just call us at 1-855-393-2891(US) or 1800-734-918 (AU) so we can help you with your request. You may also chat or send an email to [eyecare@eyebuydirect.com](mailto:eyecare@eyebuydirect.com) and let us know how we can help you with your order. Make sure to have the order number ready before contacting us. Head over to our Contact Us page for more info.

**Oh no! I need to change something about my order. What should I do?**

Not worries! Our customer service team can fix your prescription as long as you reach out to us in a timely manner. Call 1-855-393-2891(US) or 1800-734-918 (AU), chat or send an email to [eyecare@eyebuydirect.com](mailto:eyecare@eyebuydirect.com) and let us know how we can help with your order. P.S. Make sure to have the order number ready before contacting us. Head over to our Contact Us page for more info.

**Can I track my order?**

You sure can! Enter your order or tracking number in the Track Order section in our top navigation, or you can check on the status of your order on our Order Tracking page.

**How long do I have to wait for my glasses after I have ordered them?**

The anticipation is half the fun! Your order will be delivered within 7 - 14 business days.

**What shipping methods do you offer?**

US customers: We ship through USPS and UPS Next Day Air. Please note, the UPS Next Day Air option will deliver your order one day after the shipping date:

- Canadian customers: We ship through the Canada Post.

- UK customers: We ship through UPS.
- Australian customers: We ship through the Australia Post.
- For all other countries: We ship through UPS.

### **Will I have to pay any taxes or customs duties?**

It depends on the destination. All orders outside of the US, Canada, and Australia are shipped as duties, customs, and taxes unpaid. In the event that your order is charged taxes or customs duties, you will be responsible for all expenses incurred, which will be non-refundable.

### **What is your return policy?**

We guarantee the quality of our eyewear. If you are not happy with your glasses, simply contact us for a refund or a replacement! We have 14-Day Free Returns, which allows you to make an equal exchange or return within 2 weeks — no questions asked.

Our 365-Day Guarantee means you are eligible for a one-time replacement pair within 12 months. P.S. A one-time replacement pair will be only issued if there are clear defects in material and workmanship, and does not cover damage caused by accidents, negligence, or improper care.

### **How do I make an exchange or return?**

Standard Delivery:

1. Making a return is easy! First, visit the "Purchase History" section of your account profile, and select your recent purchase. The return-item button will be available for three months after your order is placed. Once your request is made, our customer service team will be in touch with you within 24 to 48 hours.
2. Once customer service notifies you that you're all set to mail your return, make sure to provide us with your Delivery Confirmation Number.
3. You'll receive a refund within 48 hours of providing your Delivery Confirmation Number. Or, if you chose the replacement option, we'll ship your new eyewear!

If you prefer, you can also initiate a return by calling our customer service team at 1-855-EYEBUY1 (1-855-393-2891), contacting us via Live Chat, or emailing us at [eyecare@eyebuydirect.com](mailto:eyecare@eyebuydirect.com).

### **2-Day Delivery**

1. Obtain a Return Notice Email by contacting our Customer Service.
2. Send your glasses back to us and provide our Customer Service with the Delivery Confirmation Number.

3. Once we receive your Delivery Confirmation Number, you will either receive a refund within 48 hours or be sent a replacement.

### **Anything else I need to know about making an exchange?**

If you decide to replace your glasses with a new pair of higher value, you are responsible for covering the difference. And of course, if you decide to replace your glasses with a new pair of lesser value, we will refund you the difference. Customers are responsible for shipping and handling costs when returning glasses after your 14-Day Free Return period has expired.

### **What payment methods do you accept?**

We accept credit/debit card, Amazon, PayPal, EBD Gift Card, and EBD Credits.

### **Can I purchase lenses by themselves?**

Unfortunately we are unable to sell lenses independent of their frame.

### **How do I pick glasses for my face shape?**

Good question! With our Face Shape Guide, you'll learn that there's a frame for everyone — and we can tell you what the best fit is for you! Check out our video tutorial for some extra help.

### **What about prescription sunglasses?**

We have a huge selection of men's and women's sunglasses styles, with over 12 unique tinting options. You can also turn any eyeglasses frame into a pair of shades with our sun tint option!

### **What kind of frames are sold at EyeBuyDirect?**

We offer quality lenses that are checked for perfection at every step of our manufacturing process. We offer full rim, semi-rimless, and rimless frames to fit every style and budget.

### **Does EyeBuyDirect sell Ray-Ban and Oakley sunglasses?**

We do! Just click the Premium Brands tab on the top of our site to shop designer styles from Ray-Ban and Oakley (sun and eyewear both!).

### **What is Route?**

Glad you asked! We've partnered with Route, a package protection and tracking solution, to give you the best possible delivery experience. Route+ is a premium package protection for your online orders. When you add Route+ at checkout, you can easily file claims for lost, stolen or damaged packages in the unfortunate case that these issues arise.

### **What if my order is damaged?**

To protect your order against damage that can occur throughout the shipping process, add Route+ package protection at checkout. When you add Route+ at checkout, you can easily file claims for lost, stolen or damaged packages. Simply file a claim to receive a refund or reorder your item(s).