

OD OPTICAL GALLERY  
theodosiadi

*Thank you*  
for your order

Share your Theodosiadi Optical Gallery photos  
on all social media.

#theodosiadi\_optical\_gallery

Something went wrong?  
Fill out this form to replace or return your product

# Order Details

Full name\*

Date of order

Number of order\*

Telephone number\*

E-mail

## Returned Product Details:

Code

## Cause of Return\*

- It was small or oversized       It did not meet my expectations  
 I received wrong / defective product       Other \_\_\_\_\_

## Remarks

# Upon my return I would like to\*

(please complete ONLY ONE of the following tables)

1) Change / Replacement with the following product:

Code

2) Make a refund

IBAN
Bank
Beneficiary Name

- Be sure to fill in the fields with an asterisk.
- Read on the back page information about the return process
- Send the parcel with ELTA Courier and recipient charge\*\*  
(see back in the section "How to Return") to the address

**OPTICAL GALLERY (THEODOSIADOU OLGA D.), CHALKIDIKIS 46,  
THESSALONIKI, 54643**

# Useful information

All products must be returned unattended, with all labels attached and on sale status within up to 14 calendar days from the date of receipt of the order. When trying on clothes, make sure they do not come into contact with anything that may leave a mark or odor, such as perfume, smoke, make-up, cosmetics etc. We will not be in a position to accept any product return in which there is evidence that these instructions have not been followed.

In case you request a refund, the money will appear in your account within 7-10 working days from the moment we receive the returned product. We recommend for your convenience, so that there are no extra charges from the bank, and the account you give is in a Eurobank bank.

Return costs are always borne by the sender, unless the reason for the return is solely due to a mistake of our company.

Replacement or change of the product can only be done if there is no availability in the requested product. If the product you want does not exist, the e-shop service department will contact you to offer you additional options.

For any information please call us at +30 2310856885 or send us an e-mail at [info@optical-eshop.gr](mailto:info@optical-eshop.gr).

## How to Return a Product

Prepare your parcel and enclose in it the completed Return-Form that you received with the parcel as well as the purchase receipt.

Take the parcel to the nearest Courier and request to be sent at the recipient's charge to OPTICAL GALLERY (Theodosiadou Olga D.), Chalkidikis 46, Thessaloniki, 54643. Shipping costs are charged to the customer. The amount is either charged as cash on delivery or deducted from the amount refunded to your account. In case you received a wrong or defective product, you will not be charged shipping costs during the replacement or return process.

Once we receive your return, we will inform you by phone or e-mail about its progress.

We would like you to know that you can change any product within 14 days of receipt and the change process usually takes 5-7 days.