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Sunglass hut return policy too good to be true

Sunglass hut return and exchange policy. Sunglass hut damage return policy. Sunglass hut gibraltar. Sunglass hut return policy. Sunglass hut in store return policy. Sunglass hut return policy uk. Sunglass hut return policy after 30 days.

We're committed to making sure you love every sunglass purchase from Sunglass Hut! If for any reason you're not totally happy, we've got easy returns and exchanges covered. Check out our policies below so you know what's up if you need to return or exchange something. If you wanna return your shades, no worries! We'll take them back within 60 days of the ship date for a full refund. Here's how it goes: Just go to your Account page, select "Start a Return", and give us the order number and what's being returned. To speed things up, send all items from the same order together. Slip the shades into their case and packaging if you got 'em, then box 'em up or use an envelope to keep 'em safe during shipping. We like using UPS or USPS with tracking numbers, so we can make sure it gets delivered okay. Don't forget to remove any personal stuff, accessories, or extra items not part of the original order. We can't do returns on those. Once we get your return, our team will check the shades and packaging for any damage and give you a full refund if everything's cool. We usually process returns within 2 business days after it arrives at our place. If your exchange request meets the conditions, we'll swap out your old pair with the new one. Just like with returns, most exchanges ship within 2-5 business days after we get the original pair back. Returns and Exchanges Policy: If exchanging for a pair of sunglasses with equal or lesser value, no additional shipping costs will be applied. However, if exchanging for a more expensive pair, extra shipping fees might be required. To qualify for a return or exchange: Sunglasses must be returned within 60 days from the ship date Proof of purchase is necessary (order confirmation email) Sunglasses must be in new, unused condition with original tags and packaging Prescription lenses cannot be returned or exchanged Sale items are final purchases (no returns or exchanges) Custom engraved or altered products cannot be returned or exchanged We may make exceptions to these conditions on a case-by-case basis. Contact Customer Service for any questions. If your sunglasses arrive damaged or defective, contact Customer Service within 5 days of delivery with photos showing the issue. We will evaluate the damage and determine if a replacement, return, or repair service is needed. For defective sunglasses covered under the manufacturer's warranty, we will coordinate the warranty repair or replacement process directly with the brand's service center. If damage occurred during shipping, we will determine if a replacement or return is appropriate based on the severity and type of damage. Our goal is to ensure you receive your sunglasses in perfect condition. In case of lost or stolen packages, contact Customer Service if your tracking shows a delivered status but you never received the package. We may process a replacement order or refund once the carrier investigation is complete. If no one is available to accept delivery, the carrier will attempt twice before returning it to sender. If a delivery was refused in error, please contact Customer Service to re- If you return your sunglasses, we'll process the refund back to the original way you paid at checkout. For credit card purchases, refunds go straight back to the same card. This usually takes 5-7 business days, but timing depends on your bank's policies. If you used PayPal, we'll put the refund into your PayPal account balance - this is usually quicker than credit card refunds. The only exceptions are orders paid entirely with gift cards or store credit, which will be refunded to the original payment method. Unfortunately, we can't process returns, refunds, or exchanges for damaged sunglasses that show wear and tear beyond normal use. If you're sending back damaged items without proof of damage during transit, they won't qualify for a refund either. To prevent this, please use protective shipping materials like bubble wrap and consider adding signature confirmation to your return shipment. If significant damage occurs with the carrier, please report it right away so we can assist. Please note that we take product return fraud seriously and may reject returns/exchanges or suspend account privileges if we suspect attempted fraud. For any questions about our returns, exchanges, refunds, or related policies, feel free to contact our friendly Customer Service team via email (customerservice@hutsunglass.com) or live chat on our website - available 24/7!