

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. Go to https://www.shadestation.co.uk/returns_portal or scan the QR code to create a returns label (payable on creation).



3. Package the articles carefully and return to us.
4. We aim to process returns within 10 working days of receipt.

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

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.