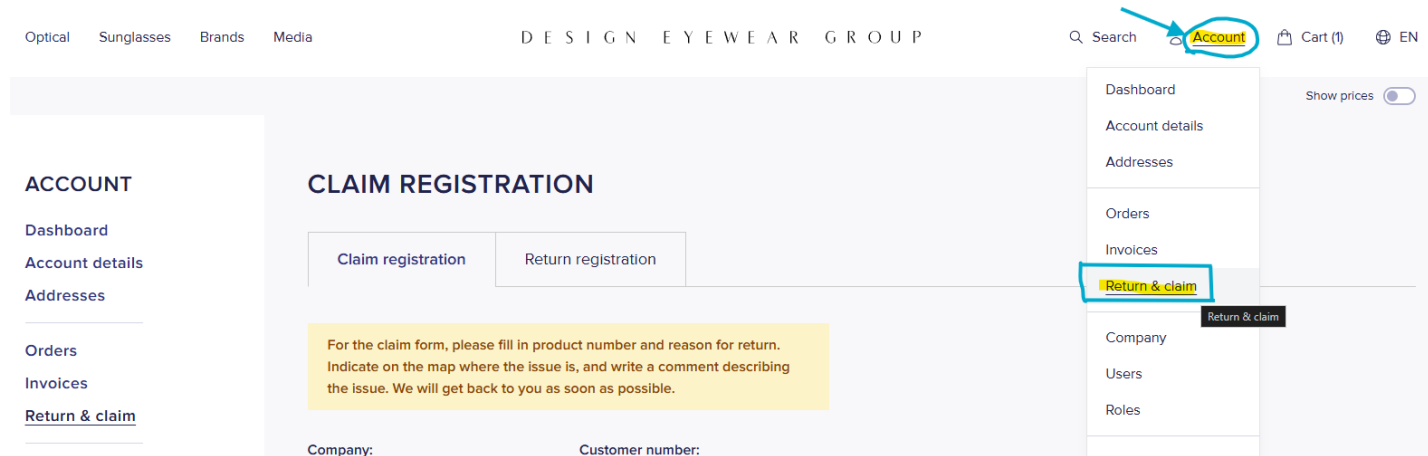


Welcome to the Online Claim Registration Option

DESIGN
EYEWEAR
GROUP

1. **Login to your account on our website**
www.designeyeweargroup.com

2. **Navigate to:**
Account in the top and select
“Return & Claim” from the
drop-down menu.



Steps to Register your Claim

1. **Select**
"Claim Registration"

2. **Fill in the online form**
Click the 'Exchange' box to request a frame replacement

3. **Upload your 3 images by browsing your files.**

1. Picture of full frame
2. Close up of the defect
3. Side picture of the defect

Optical Sunglasses Brands Media

DESIGN EYEWEAR GROUP

Search Account Cart (1) EN

Show prices

ACCOUNT

Dashboard

Account details

Addresses

Orders

Invoices

Return & claim

Company

Users

Roles

Favorites

Sign Out

CLAIM REGISTRATION

Claim registration

Return registration

For the claim form, please fill in product number and reason for return. Indicate on the map where the issue is, and write a comment describing the issue. We will get back to you as soon as possible.

Company:

Customer number:

Customer email:

Customer address:

Add a reference (20 characters maximum)

Enter your reference...

0/20

This reference will help you track your claim submission.

Product number

Q

Request

☒ Exchange

☐ Credit only

DO NOT RETURN THIS FRAME if you have uploaded the photos! Upload a picture with defect for credit evaluation. Only jpg and png images are accepted.

1. Full frame picture

Choose File

No file chosen

2. Close up of defect

Choose File

No file chosen

3. Side picture of defect/frame

Choose File

No file chosen

Submit your form

D E S
I G N
E Y E
W E A
R G R
O U P

1. Reasons for Return

Choose the type of defect and indicate the specific area where the damage occurred

[Submit your form](#)

2. After Submission

You will receive an email confirmation with a reference number for your claim

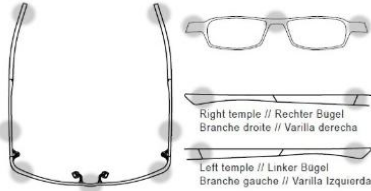
Please retain the defective frame until the credit has been issued.

Once issued, you may dispose of the frame.

If we need any further information about your claim, our customer service team will contact you.

Reason for claim

- ☐ Soldering
- ☐ Breakage
- ☐ Asymmetrical parts
- ☐ Acetate defect
- ☐ Print defects
- ☐ Other
- ☐ Hinge defect
- ☐ Screw defect
- ☐ Part falling off
- ☐ Fading colors
- ☐ Color peeling

Indicate
(Click on the spots on the picture to mark where the damage is)

Comments

[× Remove](#)

[+ Add Frame](#)

[Submit claim](#)