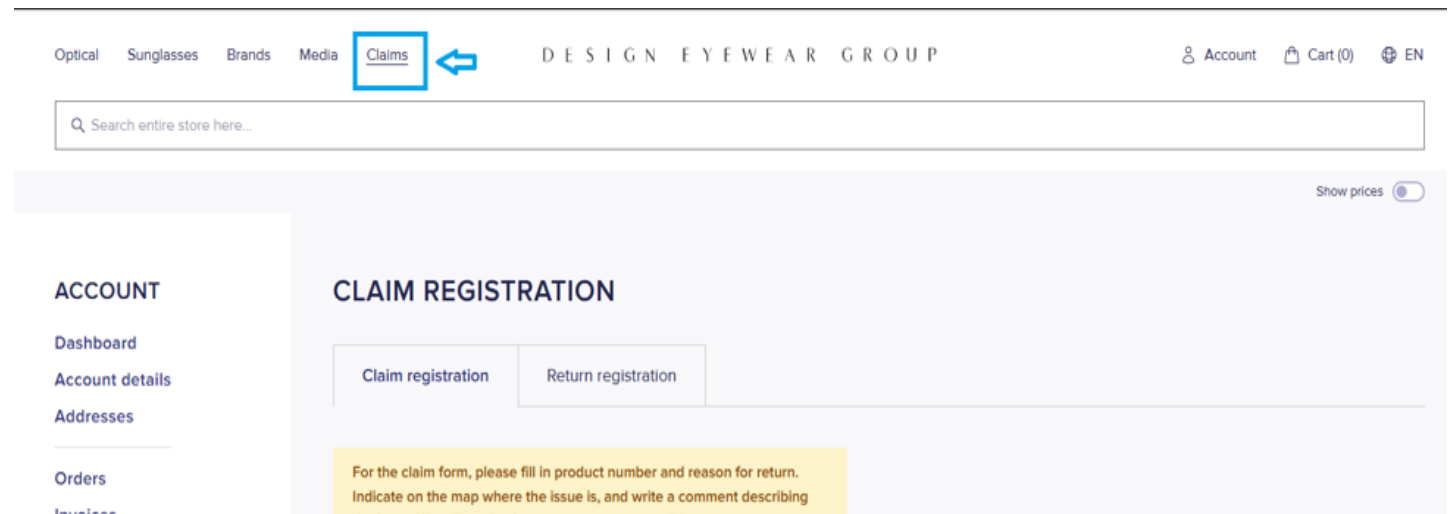


Welcome to the Online Claim Registration Guide

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

2. **Navigate to:**
“Claims” from the top menu.



Steps to Register Your Claim

- 1. Select**
"Claim Registration" and
enter the Product Number
- 2. Fill in the online form**
Click the 'Exchange' box to
request a frame replacement
- 3. Upload your 3 images**
1. Picture of full frame
2. Close up of the defect
3. Side picture of the defect

ACCOUNT

Dashboard
Account details
Addresses

Orders
Invoices
Return & claim

Company
Users
Roles

Favorites
Sign Out

CLAIM REGISTRATION

1. ➡

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.

1. ➡

Product number

Q

2. ➡

Request

☒ Exchange
☐ Credit only

3. ➡

DO NOT RETURN THE FRAME if you have uploaded the photos! Upload your 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

1.

Reasons for Claim

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

The form is titled "Reason for claim" and contains two columns of radio button options:

- Column 1: ☐ Soldering, ☐ Breakage, ☐ Asymmetrical parts, ☐ Acetate defect, ☐ Print defects, ☐ Other
- Column 2: ☐ Hinge defect, ☐ Screw defect, ☐ Part falling off, ☐ Fading colors, ☐ Color peeling

Below the options is a "× Remove" button.

The "Indicate" section contains the instruction: "(Click on the spots on the picture to mark where the damage is:)" and a diagram of eyeglasses with numbered spots (1-10) indicating potential damage locations. The diagram is labeled with "Right temple // Rechter Bügel / Branche droite // Varilla derecha" and "Left temple // Linker Bügel / Branche gauche // Varilla Izquierda".

To the right of the diagram is a "Comments" text area.

At the bottom right, there are two buttons: "+ Add Frame" and "Submit claim". The "Submit claim" button is highlighted with a blue border and a blue arrow pointing down to it from the "Indicate" section.