



SHIPPING

When choosing an express option please note that delays may occur that are out of our control such as weather, holidays, etc. If this happens we cannot refund an express shipping charge.

All shipments are wrapped and hand packed at our stores. If you have any questions or special requests please email support@pupilaeyecare.com

REFUNDS (IF APPLICABLE)

Our policy lasts 15 days. If 15 days have passed since your purchase was delivered, unfortunately we can not offer you a refund or exchange. To complete your return, we require a receipt or proof of purchase.

To be eligible for a return, your item must be unused and in the same condition in which you received it, including the original packaging. Please do not send your purchase back to the manufacturer.

Once your return is received and inspected, we will send you an email notifying that it has been received. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment. We will not refund any additional shipping charges.

ADDITIONAL NON-RETURNABLE ITEMS:

Gift cards

Any item that is not in its original condition, damaged, or missing parts for reasons not due to our error.

Any item that is returned more than 15 days after delivery

LATE OR MISSING REFUNDS (IF APPLICABLE)

If you haven't received a refund yet, first check your bank account again.

Next, contact your credit card company, it may take some time before your refund is officially posted.

Then, contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at support@pupilaeyecare.com.

SALE ITEMS (IF APPLICABLE)

Only regular priced items may be refunded, unfortunately, sale items cannot be refunded and are final sale.

EXCHANGES (IF APPLICABLE)

We only replace items if they are defective, not damaged. If you need to exchange it for the same item, send us an email at support@pupilaeyecare.com and send your item to: 12512 Memorial Dr., Ste A, Houston, TX 77024

GIFTS

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and they will find out about your return.