

How do I return an item?

SHIPPING AND RETURN POLICIES

Shipping Methods

Our default carrier for shipping is FedEx. Tracking information for your shipment will be updated in your online account and an e-mail will be sent to the address you provide with your order notifying you of the shipment.

Delivery Schedule

All orders will be processed within 3-5 business days. In the event of bad weather we may only ship your package Monday through Wednesday. This is to prevent your package from spending a weekend in an uncontrolled environment. If you choose overnight delivery, we can arrange for Thursday shipping. If weather conditions are not favorable for shipping, we will hold your purchase until conditions improve. While we cannot guarantee that weather will not change, we will make every effort to ensure that your package is not subjected to weather extremes. If you have any questions or concerns in regard to shipping, please contact us at

Undeliverable Packages

All glasses are sent with adult signature confirmation. FedEx will make three attempts to deliver your package. If you are unable to sign for your delivery, and the package is returned to **Jack Eyes, LLC**, you will be credited the cost of the glasses, but not for shipping and packaging costs. Contact us if you wish to have the package redelivered. Please be sure the address is complete and correct (we cannot deliver to a P.O. box) and that an adult (18 years of age or older) will be present to sign for the delivery. We recommend using a business address to ensure that someone can be there to sign for your delivery.

Refused Deliveries

If you refuse delivery, you will be credited the cost of the glasses, but not for shipping and packaging costs, including any return shipping charges.

Damaged Packages

If you receive a package that has been visibly damaged in transit, please contact us within 48 hours of receiving the shipment to arrange for an exchange or refund. We will arrange to have the damaged package picked up, when possible. Please keep all evidence of the damage (in original packaging) to enable us to process a claim with the delivery company.

Defective Product

We take pride in our glasses and manufacture practices, and want to deliver the highest quality of glasses to you. If, however, you feel there is a defect in your purchased glasses, contact us before taking any action. Defects include flaws due to assembly, but not damage as the result of extreme heat or cold during the shipping process. We may offer replacement glasses, if available, or credit you the cost of the glasses. Please send an email to cs@jackstudios.com to arrange for the return of corked or flawed product.

Once the glasses are received we will refund your credit card account for the cost of the glasses, less shipping and handling. If the original shipment was damaged or flawed you will receive a full refund, including shipping and handling charges. Please contact **Jack Eyes, LLC** 212-367-7590 for return instructions.

Returns in-store

Returns in studio are free. Just bring the item(s) you wish to return to **Jack Studios**, 601 W. 26th St, NY, NY, 10001. Make sure you also bring the receipt and the credit or debit card you used for your purchase. We do not process returns on distressed glasses.

Refunds for online and in-store purchases

Your refund will be issued to the same credit card you used for the original purchase. Shipping and handling costs are not refundable.

Please allow up to 2 weeks for the credit to be reflected in your account. Allow up to 2 billing cycles for the credit to appear on your credit card statement.

Refunds when paid with gift cards

If you want to return items that were paid for using only **Jack Eyes, LLC** Gift Cards, then you will be issued an gift card or e-gift card with an updated balance. If you used a combination of payment methods, you will be refunded to the gift card first. For example, if you used a combination of gift card and credit card, the return amount will be added to a gift card first. The rest will be refunded to the credit card you used at the time of purchase.