

Happiness Guarantee, Shopping & Ordering

Happiness Guarantee (Limited Warranty)



Our priority at Readers.com is to create happiness for each and every one of our customers, regardless of the help you need. Our Customer Happiness team prides themselves with quick and helpful support so that you leave the experience feeling happy.

To demonstrate our commitment to happiness, you may return your purchase to us in original condition within 90 days of the date of purchase for a refund of the purchase price including tax (shipping charges excluded) or for an exchange. Purchases made during a Buy One Get One Free ("BOGO") offer can be returned for an exchange or refund. See BOGO rules. You are responsible for the cost of shipping the product back to us. For an exchange, we pay for the cost of shipping new products to a U.S. address; non-U.S. addresses will incur applicable shipping charges. Returned wholesale orders will be charged a 15% restocking fee. Customizable reading glasses (typically ordered with different powers in each eye) are not returnable.

We offer multiple ways to get in contact with our team including email, live chat, or by phone at 1-800-210-3975. All emails received by our team before 5:30pm ET Monday-Friday are responded to before the end of business that same day. A live person from our Customer Happiness team strives to answer our online chat in a whopping 12 seconds and our phones within 30 seconds. Unlike other customer service teams, you will speak with real people here in Greenwood, Indiana.

This Happiness Guarantee gives you specific legal rights and you may also have other rights which vary from state to state.

happy eyes. happy wallet.™

How to Order

Placing an order with Readers.com® is quick and easy.

Add Items to Your Cart

To shop at Readers.com, just locate an item you'd like to purchase, select the power and color, and click the "Add to Shopping Cart" button. These buttons are found on all product pages. Clicking this button places the item in your Shopping Cart. Each time you click "Add to Shopping Cart," you will see a popup screen notifying you the item has been successfully added to your Shopping Cart.

View Shopping Cart

The Shopping Cart displays all the items you have selected and lets you make adjustments. You can increase or reduce the number of items you'd like to buy, edit the power and color, or remove items from your Shopping Cart. It also provides a subtotal -- before any shipping charges and taxes are applied -- for your purchase. On this page you can enter in any coupon code you may have for your order. Once you're comfortable with the items in your Cart, click the "Secure Checkout" button.

Checkout As Guest or Login to Your Account

If you have purchased from us before and created an account at that point in time, you can log in to your account now. If not, you

Live Chat ^