

Q. HOW TO REGISTER?

- A.**
- Click on 'LOG IN' in the menu bar
 - Click on 'NEW ACCOUNT? Validate your account and create your login'
 - Enter your Account Number and Postal Code
 - Click 'Validate'
 - Enter your Email Address
 - Create and enter your password (8 characters minimum: Must include at least one UPPERCASE letter, one number and one special character)
 - Confirm Password and click 'Register'
 - Check your email inbox for an email from EyeRep Support with the Subject: 'Confirm your account'. If you do not see the email in your inbox, check your junk/spam folder
 - Click on link
 - Your New Mysafilo Account Registration is now complete. Click on 'Login' to access the site

Q. HOW TO LOGIN?

- A.**
- Click on 'LOG IN' in the menu bar
 - For Primary Account Users: Enter your Safilo Account Number
 - or For Secondary Account Users: Enter your Email Address
 - Enter your Password
 - Click 'Log In' button

Q. HOW TO PLACE AN ORDER?

- A.**
- Add frames to the cart using the 'Add to Cart' button
 - Click on the Shopping Cart icon in the menu bar at the top
 - Click on the 'Checkout >>>' button
 - Select Shipping Method (required)
 - Enter Name of Buyer (required)
 - Enter Purchase Order Number or Order Reference (optional)
 - Click 'Place Order' button
 - You will receive an email order receipt in your inbox. If you don't see the email address in your inbox, check your junk/spam email folders.

Q. HOW TO TRACK AN ORDER?

- A.**
- Click on 'Account' in the menu bar and select 'Order History>Returns'
 - Click on the respective order to see the shipment status/tracking info of each individual frame on the order.

Q. HOW TO RETURN A FRAME ON MYSAFILO?

- A.**
- Click on 'Account' in the menu bar and select 'Order History>Returns'
 - Click on the order number to view the order detail
 - Click on 'Return Frame' next to the frame you would like to return
 - Select Return Type
 - Click on the Shopping Cart icon in the menu bar at the top
 - Click on the 'Return To Checkout >>>' button
 - Click on 'Place Order'
 - You will receive the return receipt email from 'noreply@safilo.com' with optional attached prepaid UPS shipping label. If you do not see the email in your inbox, check your junk/spam folder
 - Using the UPS label is optional. If you choose to use the label, a one-time \$10 shipping label charge will be deducted from your return credit. If you do not use the label, no shipping label charge will be deducted
 - Print the return receipt email and label (if you are using the label)
 - Include the printed return receipt email in the box with the returning frames and attach a shipping label to the outside of the box
 - Note that for standard commercial returns, your sales rep must approve and issue a return authorization

Q. HOW TO RESET YOUR PASSWORD?

- A.**
- Click on 'Log In' in the menu bar
 - Click on 'Forgot Password?' link
 - For Primary Account Users: Enter your Safilo Account Number
 - or For Secondary Account Users: Enter your Email Address
 - Click 'Submit' button
 - Check your email inbox for email from 'EyeRep Support'. If email is not showing in inbox, check junk/spam folder.
 - Click 'Link' in email
 - Enter new password and confirm password
 - Click 'Reset Password' link
 - Login with new password