



lift.rotate.wear.

1. I need help with the order forms. There is so much to choose from!

We make ordering from this selection of over 200 pairs of Flat Specs easy! Simply select “bestsellers” and we’ll send you an assortment of our bestselling shapes, colors and magnifications. Our bestsellers are normally the more traditional colors such as black/grey, red or tortoise. If your customers tend to prefer more bright and fun colors - we encourage you to complete the order form and here are a few tips for doing that.

To start, we do recommend that you choose one shape/style and only three colors. Flat Specs are an impulse buy. See it, like it, buy it! If your customer is faced with too many choices they may become discouraged. Make a bad guess? Don't worry we offer even exchanges for all product that is returned to us in resaleable condition.

When filling out the order form, just indicate how many you pairs you would like and then proceed with selecting your preferences. Step one is to choose which shape/style your customers might prefer. Step two select your colors. For readers, step three choose your magnifications. What happens next? We take your preferences and send you an assortment!

2. I love your glasses. Can I be a sales rep?

We may be currently looking for sales reps in your area. Please send an e-mail to Sales@FlatSpecs.com with some information about your location, customer base and how we may reach you.

3. Should I request terms or pay by credit card?

For immediate delivery we encourage all new accounts to prepay for their first order. We accept all major credit cards. You should also submit a credit application with your first order so that we can establish a credit line before receipt of your next order.

4. Are the arms interchangeable?

Yes they are! Although we do not sell arms or temples separately - the glasses arms can be snapped off and snapped back together again! If they happen to come off simply apply a bit of pressure and you should be able to put them back together again with ease.

frequently
asked
questions

5. **Are Nannini Flat Specs a unisex product?**

Yes they are! Our glasses are for both men and women. The glasses shape you prefer as with all glasses simply depends on your facial shape.

6. **Are Flat Specs meant for kids?**

Flat Specs are not designed to be worn by young children. They are sized to suit most adults and adolescents. For teens, for seniors and everyone in between Flat Specs are a great find!

7. **Are they good for any season?**

Yes, Nannini Flat Specs are good for any season. They are 100% UV protective - even the readers. Our sunglasses are a top seller during the warmer months and our customers located in warmer climates see strong sales throughout the year. Readers and computer glasses see fairly steady sales all year-round.

8. **Why are the readers sold in 0.5 increments?**

Compact Readers, Sun Readers and Computer Glasses are available in increments of 0.5 between +1.0 and +3.0. While some customers may be used to a 0.25 increment our glasses can comfortably accommodate them in the power just above or just below their usual magnification.

9. **Do you need a PO number on all orders?**

We do not require a PO number. However, if your own internal payables department requires a PO number it should be included with your order expedite payment and keep your account in good standing.

10. **What is your return/exchange policy?**

Any discrepancy in your invoice, packing slip or shipment must be reported within ten days of receipt. Unsold product may be returned in its original packaging and resaleable condition for merchandise credit at any time.

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