

RETURNS FORM

If you wish to return an unwanted or damaged product, simply follow the steps below so we can arrange your refund or replacement.

Return to a store:

- Small items can be returned to any of our stores (excluding concessions). Items purchased from a concession must also be returned there.
- Products must be returned to a store within 14 days of purchase (or delivery for online/mail orders) for a refund. Items returned between 14 and 28 days can be exchanged or issued with store credit (valid for 6 months).
- Please bring a proof of purchase with you (i.e. store receipt, gift receipt, email order confirmation or delivery note).

Return via our delivery service:

- To return by courier, you will require a Returns Reference Number. Call us on **01235 433 930 within 14 days** of receiving your order to be given your unique number.
- **Small items** will be collected free of charge and must reach us within 28 days of delivery. For **heavy/fragile items**, a fee of £50 will apply and it may take up to 28 days for collection (40 days for more remote areas).
- Products should be returned to us unused, in their original packaging. Please ensure that returns are packed and labelled carefully so that they are not

lost or damaged in transit.

- Remember to **enclose this completed returns form and label your parcel** with our returns address: **OKA Direct Ltd, 170 Brook Drive, Milton Park, Abingdon, Oxfordshire OX14 4SD**

Returns from overseas:

If you wish to return a product from outside the UK, please call our Customer Service Team on **+44 1235 433 930 within 14 days** of receiving your order.

Trade & Interior Design Clients:

To return heavy or fragile items, contact the Trade or Interior Design Team on **01235 433 948 within 14 days** of delivery to arrange collection. Please note a fee will apply.

Regrettably, we cannot offer refunds for unwanted items returned after 28 days, damaged items not notified by telephone to us within 14 days, items without a completed returns form (for returns via our delivery service), items without a proof of purchase (for returns to store), gift vouchers, fabrics sold by the metre, made-to-measure and bespoke pieces, or discounted goods such as outlet (excluding online outlet) or ex-display items. This does not affect your statutory rights.

YOUR DETAILS

Name _____ Postcode _____

Returns Reference Number _____ Telephone _____

Call us on **01235 433 930 within 14 days** of receiving your order to be given your unique number.

Code	Product	Quantity	Reasons for Return (see below)	Refund or Exchange
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

REASONS FOR RETURN:

Product

- a. Changed my mind
- b. Size not as expected
- c. Colour not as expected
- d. Finish not as expected
- e. Was as expected but not suitable/needed
- f. Ordered the wrong product by mistake
- g. Return of sample or loaned product

Quality

- h. Faulty (functional issue)
- i. Damaged
- j. Missing parts
- k. Quality not as expected

Delivery

- l. Wrong product sent - mislabelled
- m. Wrong product sent - incorrect pick
- n. Arrived too late
- o. Too big - wouldn't fit
- p. Incomplete order - part delivery not acceptable

OFFICE USE ONLY	q. Unable to deliver - customer not there	r. Unable to deliver - couldn't access property
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If you have any queries about your return, please call **01235 433 930** or email **customerservice@oka.com**
Returns Address: OKA Direct Ltd, 170 Brook Drive, Milton Park, Abingdon, Oxfordshire OX14 4SD