

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.

RETURNS VIA OUR DELIVERY SERVICE:

Heavy and fragile items: Call our Customer Service team on 03330 042 042 and they will organise for your items to be collected. Please be aware, a fee of £50 applies and it may take up to 28 days for collection (40 days for more remote areas).

Small items:

Parcelforce Returns

- Please use the Parcelforce returns label enclosed (keep the customer use only detachable strip for reference of your tracking number) and take your parcel to the post office.
- 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 the Parcelforce returns label.

Parcelforce Collection

- To book a collection please visit: oka.com/returns
- Please follow the instructions for **Parcelforce Collection** listed in the small items section.

RETURNS FROM OVERSEAS: Unless your item is damaged, returns must be organised at your own expense.

TRADE CLIENTS: To return heavy or fragile items, contact the Trade team at trade@oka.com **within 60 days** of delivery to arrange collection. Please note a fee will apply.

DESIGN CLIENTS: To return heavy or fragile items, contact the Design team at designservice@oka.com **within 60 days** of delivery to arrange collection. Please note a fee will apply.

Regrettably, we cannot offer refunds for unwanted items returned after 60 days, damaged items not notified by telephone to us within 60 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-order and bespoke pieces, or discounted goods such as outlet (excluding online outlet) or ex-display items. This does not affect your statutory rights.

Please note that our stores are currently not accepting website or mail order returns. For our full returns policy, visit oka.com/returns.

YOUR DETAILS

Name _____ Postcode _____

Order Reference Number _____ Telephone _____

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

If you have any queries about your return, please call **03330 042 042** or email customerservice@oka.com
Returns Address: OKA Direct Ltd, 166 Purchas Road, Didcot, Oxfordshire OX11 7BF