

## OKA ONLINE TRADE ACCOUNT FAQs

OKA offers online accounts for Trade Clients to purchase via [oka.com](http://oka.com). To request an account, please do not hesitate to contact Jan de Klerk or Eilagh McCuaig from our Trade Team by emailing [trade@oka.com](mailto:trade@oka.com).

### ONLINE TRADE ACCOUNT FAQs:

#### CAN I PAY BY BANK TRANSFER?

Unfortunately, online orders require payment by a credit card registered at the billing address on your Trade Account.

#### WHEN WILL YOU CHARGE MY CREDIT CARD?

You will be charged when an item is despatched.

#### CAN I USE MY CLIENT'S CREDIT CARD TO PAY?

To qualify for the Trade discount online, our checkout process verifies your registered billing address details, therefore we can only accept credit cards registered to your billing address.

#### CAN I SEND MY ORDER DIRECTLY TO MY CLIENT?

Yes, you can send your order to any address you wish. PLEASE NOTE: by default items are despatched with an invoice which contains pricing information. If you are sending your order direct to your client and do not want this to happen, please ensure that the names on the delivery address and billing address are different. When the name on the delivery address and billing address are different, a despatch note is sent with the order which lists the items in the delivery but contains no pricing or discount information.

#### CAN I INVOICE MY ORDER DIRECTLY TO MY CLIENT?

Invoices are sent by email to the registered account email address. We also send invoices with deliveries where both names on the billing and delivery addresses match. It is not possible to send an invoice with a delivery where the names on the billing and delivery addresses are different.

#### CAN I SEND ITEMS TO MULTIPLE ADDRESSES?

Unfortunately this is not possible. Orders can only have one delivery address. To ship to multiple locations, we ask that you place separate orders.

#### CAN I RETURN ITEMS?

Yes, we have a hassle free returns process. Please visit our website for more information at [oka.com/returns](http://oka.com/returns).

#### WHEN MY ORDER GETS DESPATCHED, WILL IT CONTAIN DETAILS OF THE DISCOUNT?

No, when your order is despatched we will send a gift receipt which contains no pricing or discount information. We send this so the recipient can check and sign to say that they have received all the goods intended.

#### WHEN WILL MY ORDER BE DELIVERED?

Visit [oka.com/delivery](http://oka.com/delivery) for information on product delivery. Please note we do part-ship orders when one or more item is in stock. If one of your items is out of stock and you would prefer a single delivery, please call us on 01235 433938 as soon as you have placed your order online and let us know.

If you have any other queries that we have not covered here, please do not hesitate to contact us by emailing [trade@oka.com](mailto:trade@oka.com) or calling **01235 433938**.