

## OKA TRADE ACCOUNT

Thank you for your interest in establishing an OKA Trade Account. Please find attached the application form, a data request form and detailed criteria for opening an account. If you have any further questions, 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).

## HOW AN OKA TRADE ACCOUNT WORKS

### THE INFORMATION WE REQUIRE:

(to be completed on your application form):

- Your VAT registration number.
- Your full name, company name, company address and type of business.
- Director's name and contact details.
- Website and telephone numbers.
- A minimum of two Trade references.
- A printed or scanned copy of your company letterhead and business card.

### THE DISCOUNTS WE PROVIDE:

- 15% initial discount.
- 20% discount for accounts that value or exceed £8,000 per annum.

### THE CONDITIONS OF YOUR DISCOUNT

- An initial spend of £500 on your account is required to activate your Trade discount.
- £3000 total spend per annum is required to keep your account active.
- Trade Accounts will be reviewed on an annual basis to evaluate yearly spending and discount eligibility.

### DELIVERIES:

- We can deliver your goods to anywhere in the UK or internationally.
- Standard delivery for non-heavy items: £4.98 - Up to 5 working days.
- Standard delivery for fragile items: £4.98 - Up to 15 working days.
- Standard delivery for heavy items: £30 - Up to 5 working days within the M25 and up to 15 working days outside of the M25.
- Express delivery: £9.96 not available on heavy items. Available Monday to Friday, with orders placed by noon delivered the next working day.
- UK Offshore (Scottish Isles, Isle of Wight, Isle of Man, Scilly Isles, Channel Islands plus postcodes KW, IV, PH, PA, AB, DD) and International delivery: A quotation will be provided by OKA's contract shipping company. Email [trade@oka.com](mailto:trade@oka.com) for assistance.
- Collection can also be arranged from our warehouse in Milton; however, 48 hours' notice is required.

### BUSINESSES THAT QUALIFY FOR TRADE ACCOUNTS:

- The majority of our Trade clients are in the interior design and property development industries; however, we have a wide ranging client base, from florists to hotels.
- We consider applications from all businesses so if you are unsure, please send your application for us to review.
- We have Trade clients based across the world. To enquire about VAT exemption and international delivery charges, please email [trade@oka.com](mailto:trade@oka.com).

### OUR COLLECTION:

- You can view our collection of furniture and accessories online at [okadirect.com](http://okadirect.com).
- We produce seasonal complimentary catalogues which showcase design ideas and interiors inspiration using our wide range of products.
- Our flagship showroom is in Chelsea, where our Trade Team are based, but we have shops across the UK where you can view highlights from our collection. Please visit [oka.com/stores](http://oka.com/stores) to find your nearest showroom.
- OKA takes the utmost care to ensure that product information and colours are accurate. However, as our products are not mass-produced, and many are either hand-made from natural materials or hand-finished, slight variations in colour and/or size may occur.

### RETURNS:

- To return an item, please notify us within 14 days of goods being delivered on 01235 433938 or via [trade@oka.com](mailto:trade@oka.com).
- Returned products (with a completed returns form) must reach us within 28 days of delivery, unused and in their original packaging, with any tamper seals intact.
- Please ensure that returns are packed and labelled carefully so that they are not lost or damaged in transit.
- Non-heavy goods can also be returned to any of our shops; however, you will be required to provide a completed returns form before a refund or exchange is given.
- Heavy goods can be returned at point of delivery free of charge. If heavy items are returned after delivery, there is a £50 collection charge.
- In the unlikely event that you receive a faulty or damaged item, we will do everything possible to send you an immediate replacement. There is no collection charge for faulty items.

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**.