

Customer Return Form

If you wish to return unwanted items, simply follow the steps below within 14 days of delivery and enclose this form with your return so we can arrange your refund. In the rare event your item is faulty or damaged, please contact our Customer Service team on **03330 042 042** or by submitting a query using the Contact Us form on our website.

If your smaller items were delivered by Parcelforce, please complete the returns form below, filling in your details as well as the corresponding product code, name, quantity, reasons for return, and any feedback or additional details. Then pop this invoice in the parcel with the item(s) packed securely, make sure it's completely sealed and attach the enclosed returns label. You can then drop off the parcel at your local Post Office or Parcelforce depot.

If you'd prefer, you can book a Parcelforce collection at <https://collections.parcelforce.net/oka> and have the item(s) you're returning picked up from your home. Just make sure to fill in the return code **RET1** when completing the collection request.

Returns via Parcelforce (drop-off or collection) cost £2.50. This will be deducted from your refund amount.

If your heavy or fragile items, such as a mirror, a rug or furniture, were delivered by us, please call our Customer Service team on **03330 042 042** to arrange a collection. Please complete the returns form below, filling in your details as well as the corresponding product code, name, quantity, reasons for return, and any feedback or additional details. Make sure to include it with your items. There is a £60 collection charge for these returns within the UK.

If you are located outside the UK, you are responsible for arranging transit for returns.

If you ordered through the OKA Interior Design Service, please email the Interior Design Service team at designservice@oka.com for assistance with your return.

Ship Returns to

OKA Direct Ltd
166 Purchas Road
Didcot
Oxfordshire OX11 7BF
United Kingdom

Receiving Your Refund

We aim to process returns in seven to nine working days, but this can take a little longer during extremely busy periods. Your refund will be credited back to your original method of payment within approximately five working days of being processed. However, some banks or payment service providers may take longer to credit your account. Should we need to obtain card details in order to process your refund, our Refunds team will get in touch via email and request that you contact us. We're unable to issue refunds to expired credit or debit cards, so if we can't reach you, we'll issue the amount paid as an OKA Gift Card.

Your Details

Name Postcode

Order Number Telephone

Product Code	Product	Quantity	Reasons for Return (see below)
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Reason for Return

- 1. Changed Mind**
Please provide more details where possible.
- 2. Not As Expected**
The item was not as seen online or in-store. Please specify whether this was due to a difference in size, colour, finish, etc.
- 3. Damaged/Broken**
The item was physically damaged or broken. Please provide a brief description.
- 4. Arrived Too Late**
The item was delivered after the date it was required. Please provide expected and actual delivery dates.
- 5. Faulty**
The item was not functional or could not be used for its intended purpose. Please provide a brief description.

Additional Comments/Feedback

If you have queries about your return, please call **03330 042 042** or email customerservice@oka.com

OKA Direct Ltd | 166 Purchas Road | Didcot
| Oxfordshire OX11 7BF | United Kingdom