

Dear customer,

Thank you for shopping at [www.ocasa.co](http://www.ocasa.co). If you wish to return or exchange some items please use the following guide.

#### RETURNS INFORMATION

We accept returns during 30 days following the delivery of this order. After 30 days we cannot accept any exchanges or returns. Please follow our instructions below if you wish to return an item:

1. Send us, within 30 days after receiving the order, an email to let us know that you wish to return an item, at [info@ocasa.co](mailto:info@ocasa.co).
2. Complete your returns details in the table below and enclose it together with your returned items. Items must be returned new and unused. You have 10 days after sending us the email to return the item.
2. The item must be returned with its original packaging.
3. The item is your responsibility until it reaches us. Please ensure you pack the return safely to prevent damage to the product. Keep receipts and tracking codes as a proof of sending the items back.
4. The cost of returning the item to us is at your expense. In case of a quality claim due to a damaged or faulty product, we will refund the shipping cost. Please provide us with documentation for your expenses.
5. Send the package to: Ocasá, Avenue de l'Hippodrome 149, 1050 IXELLES, BELGIUM

Please note that Returns or Exchanges are accepted on all items except sale items.

#### YOUR DETAILS

Name: \_\_\_\_\_

Order Number: \_\_\_\_\_

Email: \_\_\_\_\_

#### WHICH ITEMS ARE YOU SENDING BACK TO US AND WHY?

Item (name & item number): \_\_\_\_\_

Reason for return: \_\_\_\_\_

#### WHAT WOULD YOU LIKE TO DO? EXCHANGE OR REFUND?

1. Refund items. All correctly returned products will be credited as a refund to the original purchaser's credit card excluding all shipping costs.

2. Exchange items. Any outstanding balance will be credited to you. All exchanges are sent to you without shipping costs. All exchanges are subject to availability.

In case of an exchange, what item would you like: \_\_\_\_\_