

Dear customer,

If you wish to return certain items, please follow the guide below and complete the form at the bottom of the page.

RETURNS INFORMATION

We accept returns within 15 days of delivery of your order. After 15 days we cannot accept any returns. Please follow the instructions below if you wish to return an item to us:

1. Send us an email within 15 days of receiving your order to let us know that you wish to return an item to info@ocasa.co
2. Complete the form below and enclose it with your returned items. Items must be returned to us in new and perfect condition. You have 10 days after sending us the email to send us the item.
3. The item must be returned in its original packaging.
4. The item is your responsibility until it reaches us. Make sure you pack it properly to avoid damage to the item. We will not refund any item that arrives damaged. Keep receipts and tracking codes as proof of return.
5. You are responsible for the cost of return shipping. In the event of a claim due to a damaged or defective product, we will refund the shipping costs. Please provide us with documentation of your expenses.
6. Send the package to Ocaso, Avenue de l'Hippodrome 149, 1050 IXELLES, BELGIUM

Please note that returns are accepted for all items except for sale items.

7. You will receive your refund within 14 days of receiving the item. The refund will be made to the credit card used for your order.

REQUIRED INFORMATION:

Name: _____

Order number: _____

Email: _____

Which item(s) are you returning and why?

Item (name of the item): _____

Reason for return:
