

oaks

Oaksonline returns form

If you are not totally satisfied with the product please fill out the form below and send it back to us in its original condition within 14 days. The product must be in its original condition with all the tags and labels attached.

When we receive the item we will inspect its condition and issue a full refund. Refunds can take up to 5 working days to appear on your statement.

Order Number: _____

Order Date: _____

Name: _____

Postcode: _____

Item Name	Return Reason	Refund Yes/No	Replacement item or size

Please return the item (s) in their original condition with tags in place. If the item is faulty please contact us on support@oaksonline.co.uk before you send the item back so we can advise as to the best course of action.

It is recommended that the items be sent back using a recorded delivery and insured method as this will insure the safety of the item in transit. Oaksonline are not liable for packages lost in the post and we do not accept responsibility until a member of staff as signed for the item.

Please send item(s) back to the following address:

Oaks Online
22-24 Clarence Street
Cheltenham
GL50 3NU

This returns policy does not affect your statutory rights.