



**OCH store**  
Okulickiego St. 6/6  
41-902 Bytom  
POLAND

## EXCHANGE / RETURN FORM

You may return the Product within **14 days** of the date of receiving the parcel.  
The Product cannot have the appearance or any signs of use and must have the original tags.  
The Returns Form ought to be enclosed to the Parcel.

Order number	
Purchase date	
Name	
Surname	
Address	
E-mail address	
Phone number	
Exchange / return reason (not obligatory)	

### List of products

**EXCHANGE / RETURN** (please put a cross (x) and indicate if you're exchanging or returning the product)

	Product No.	Product Name	Exchange (x)	Return (x)	Exchange to (product name, size)
1					
2					
3					
4					
5					

Please return the payment to the following bank account number:

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The owner of the bank account (Full name, address)

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Please return the Products to the following address:  
**OCH Store, 6/6 Okulickiego St., 41-902 Bytom, Poland**

I hereby declare I am familiar with the Returns Policy determined in the Terms and Conditions of the Store.

**Date, Customer's signature** \_\_\_\_\_



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## COMPLAINT FORM

Order number (invoice number)	
Product name	
Product price	
The date of finding the defect	
Name	
Surname	
Address	
E-mail	
Phone number	
The cause for complaint (defect description and the circumstances of finding the defect)	

I would like a **refund** / **to exchange** / **reduction** in the price of the Product  
by the amount of .....  
(in words: .....) PLN,  
(check the correct one)

Please refund to the following bank account number:

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The owner of the bank account (Full name, address)

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Please send back the Product to the following address:

**OCH store**  
**Okulickiego St. 6/6**  
**41-902 Bytom**  
**POLAND**

The Complaint shipment is at the expense of the buyer.

Date, Customer's signature \_\_\_\_\_