

# Return/Exchange Form

**STEP 1**  
Fill out Contact/Ship To Information

**STEP 2**  
List items you are returning including reason for return. (See chart below)

ORDER # \_\_\_\_\_

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_

STATE \_\_\_\_\_ ZIP \_\_\_\_\_

DAYTIME PHONE NUMBER (\_\_\_\_) \_\_\_\_\_

EVENING PHONE NUMBER (\_\_\_\_) \_\_\_\_\_

E-MAIL \_\_\_\_\_

REASON	ITEM NUMBER	DESCRIPTION	COLOR	SIZE	QTY

REASON CODES: Enter the reason code in step 2.

**FIT**  
51. Too Small  
52. Too Big  
53. Too Narrow  
54. Too Wide  
55. Too Long  
56. Too Short

**QUALITY**  
61. Damaged/Defective  
62. Missing parts/hardware  
63. Damaged during shipping  
64. Poor quality  
65. Not as expected

**SERVICE**  
71. Not as expected  
72. Arrived too late  
73. Ordered 2 sizes, kept 1  
74. Wrong item arrived

**OTHER**  
81. Changed mind  
82. Did not like style/color  
83. Did not like fabric

**STEP 3**  
How would you like us to handle your return/exchange?

☐ Exchange Item (Please fill out reorder section below)

☐ Refund in form of original payment

**STEP 4**  
EXCHANGE ITEMS:

ITEM NUMBER	DESCRIPTION	SIZE	COLOR	ALTERNATE COLOR	QUANTITY	PRICE	TOTAL

**STEP 5**  
METHOD OF PAYMENT: If the total of your exchange or new order exceeds the value of your return, please provide a method of payment.

☐ American Express

☐ Discover

☐ MasterCard

☐ Visa

Card Number

Gift Card

Expiration Date

 /

PIN

**STEP 6**  
Enclose the return form with merchandise. Attach the return label provided in your shipment. Return through any UPS shipper or insured mail to address below:  
OKIDZO Return: 12523 Limonite Ave., STE 440-105, Mira Loma, CA 91752

# Return/Exchange Information

## Apparel and Toy items:

If, for any reason, you are not satisfied with your online purchase, we will accept returns and exchanges of unworn, unwashed merchandise within **30** days of purchase.

1. Please complete the return/exchange form, indicating how you would like us to handle your return.
2. Enclose the return form with the merchandise.
3. Return packages must be returned prepaid by the customer. We will ship your replacement item(s) within the continental U.S. at no extra charge.

All returned merchandise will be charged a \$7.50 return processing fee, which will be deducted from your merchandise credit or refund. We will waive the return processing fee for item(s) returned within **30** days for the following reasons:

- Damaged/defective merchandise
- Exchange orders

Shipping and handling charges are non-refundable, unless an error occurred on our part while shipping your order. Refunds for returned items will be issued in the original form of payment.

## International shipments:

We cannot offer merchandise exchanges on orders shipped internationally.

International orders must be returned within 30 days and must be authorized using a Return Merchandise Authorization form. Please contact Customer Service to process this form.

Returns sent without the appropriate documentation may not be refunded the full amount. Unfortunately, we cannot refund your original domestic and international shipping charges. We cannot offer free returns on international orders.