Divine Dog

Orders from outside Sweden. Return and change size of products!

- You always have 30 days of open purchase from the day you received your item. The products must be in its original condition and must not be used or washed. Any labels must remain on the item. We reserve the right to charge a fee of SEK 129 if the products are not returned completely free of hair, odor, dirt or the like.

How to do a return

- Fill in your name, order number and reason for return below and put this note in the package. You pay for the return shipping yourself.

Order number:_____   **Your name:**_____

Article number	Product name	Quantity	Return code	Comment

Return codes

1. Too big
2. Too small
3. Ordered several items to choose from
4. Not satisfied with material
5. Does not correspond to the picture
6. Incorrectly delivered product
7. Delayed delivery
8. Undone purchase
9. Broken/defective

Use the package/bag in which the items are delivered if possible (hide the old label) and send the package with your postal agents to the following address:

Divine Dog
Södra Esplanaden 15
733 32 Sala
Sweden

The return shipping takes about 5 – 10 days for a return (*it depends on your country's postal service*) When it reaches us, we will handle it promptly.

How to do with payment/invoice on return

Once we have received and registered your return you will receive a new updated invoice from Klarna. Klarna repays the amount to the account you paid from, either your bank account number or the account linked to your card. How fast it takes can vary between different banks. If you have questions about repayment or credit, please contact Klarna in your country or email at info@klarna.com

How to do when you want to change an item

If you want to change to another item or size then please make a new order which is the fastest way for you to get your new item. Then make a return as above for the items you want to return.

Complaint or wrong item

Email us at info@divinedog.se and we will help you. Please contact us before you are making a return.