

# SHIPPING RULES

## ORDER PROCESSING TIME

### AVAILABLE ITEMS

Already available items are shipped within 7 working days (Monday-Friday) starting from the date of order.

During sales or promotion periods, shipments may take longer to be despatched.

### SPECIAL OR LIMITED EDITION ITEMS OR NON-AVAILABLE ITEMS

Shipped within 15-30 working days.

Limited Editions and Specials Order items cannot be returned.

## SHIPPING COSTS\*

### FOR ITALY

No shipping costs for orders from € 100,00 throughout Italy.

For orders under € 100,00, shipment costs of € 9,00 shall apply.

### FOR EUROPE\*

NO shipping costs within Europe for orders above € 200,00 (\*\*excluded the countries listed further below).

For orders under € 200,00, shipment costs of € 20,00 shall apply.

\*\*Such terms shall not apply to: Albania, Andorra, Belorussia, Bosnia-Herzegovina, Bulgaria, Vatican City, Cyprus, Croatia, Denmark, Estonia, Russian Federation, Finland, Gibraltar, Greenland, Guernsey, Island, Åland Islands, Faroe Islands, Jersey, Latvia, Lithuania, Macedonia, Malta, Isle of Man, Moldova, Montenegro, Norway, Romania, San Marino, Serbia, Svalbard and Jan Mayen, Sweden, Turkey, and Ukraine.

\*Custom fees are always at your charge also for returns.

## DELIVERY TIME

### FOR ITALY

The delivery is carried out within 48 hours after leaving our warehouse throughout Italy. Courier's problems or delays are excluded from our responsibility.

### FOR EUROPE

The average delivery time for shipments outside Italy ranges from 3 to 6 days.

### EXTRA EEC\* DELIVERIES OR DELIVERIES ABOVE 30 KG

Should your order exceed 30 kg, and for deliveries outside the European territory, Customers are kindly asked to write to [hello@sparklingdog.it](mailto:hello@sparklingdog.it) to enquire about the exact shipping costs.

## SHIPMENT TRACKING

When an order is shipped, Customers receive an e-mail from Sparkling dog with their tracking number and a link to check the delivery progress.

In case of delays due to customs offices, Customers will be contacted directly by the courier.

Customers are kindly asked to carefully inspect their package upon delivery before signing the related proof of delivery.

If for any reason your parcel looks tampered with or the adhesive tape is not intact, Customers are kindly asked to sign the receipt with reserve or to refuse the delivery.

Should the delivery be accepted with an unauthorised signature or should there be evidence of tampering on the package, Customers are kindly asked to immediately report the matter to the courier and contact us at the following address: [hello@sparklingdog.it](mailto:hello@sparklingdog.it).

All Customers who place an order establish a business relationship with Sparkling dog and therefore undertake to accept the delivery of their parcel. If the parcel is not delivered due to a fault on the Customer's side (wrong address, consignee always absent, incorrect phone number, etc.) or if the Customer refuses to accept the delivery, all shipping costs and possible customs charges will be deducted from any refund due to the Customer. Sparkling dog is not responsible for any delays due to customs operations and controls, or to force majeure beyond our control.

## RETURNS AND EXCHANGE

### RIGHT OF WITHDRAWAL

Within 14 (fourteen) working days from the delivery of the goods, the Customer can withdraw from the contract without providing any explanation.

However, a brief indication of the reasons for the withdrawal is welcome, although it is not required by law. Notwithstanding the legislative provisions of art. 5 n.4 of Legislative Decree n.185/1999, the communication of the withdrawal can be made by e-mail within 14 days of receiving the order to the following e-mail address: [hello@sparklingdog.it](mailto:hello@sparklingdog.it).

The Customer can also exercise the right to exchange an item for the same item of another size or colour if it is available. The delivery of the same item will be charged to the Customer and the Customer will have to pay for the delivery costs.

### RETURN

The return of the goods does not automatically imply a valid right of withdrawal from the contract if you do not follow the procedure indicated above, contact our Customer Service via email with return receipt and receive authorization to return the goods.

The right of withdrawal applies only if the purchased products have not been used and are inside the original intact packaging, complete with any instruction manuals. As per the legal terms, garments or objects made to customer specifications, customized items, and/or damaged and/or altered garments cannot be returned.

The costs for returning the goods to the supplier are borne by the Customer.

Custom-made items cannot be returned.

[Download the return form here.](#)

### CONDITIONS FOR CANCELLATIONS AND RETURNS

1. The garments must not have been worn, washed, or altered and must not show any sign of use and be in perfect condition.

2. Each garment must be returned with its original label, packaging, and accessories (hangers, dust bags) received together with the order, and include any eventual gifts.

Sparkling dog shall not accept any returns unless they comply with all the terms and conditions set forth in the return policy. In such cases of noncompliance, the goods will be returned to the sender at the original shipping address.

Sparkling dog will reimburse the cost of the products paid by the Customer at the time of the order calculated net of outward shipping costs and of any additional costs related to the payment (4% of the total paid by PayPal or Klarna). The refund will be processed using the same method originally chosen for payment.

If the right of withdrawal is exercised in accordance with the above, the Seller will reimburse the Customer within and no later than 30 days from receipt of the declaration of withdrawal.

If the amount was paid by credit card, the supplier will credit the same amount to the Customer's card through the institution issuing the card. For orders paid with PayPal, the amount will be returned to the original account. Upon request, the Customer will be able to benefit from a personal shopping voucher for the amount equal to the returned goods, which will have to be used within 120 days. If the Customer receives verified defective products or that errors occur in the shipment by Sparkling dog, the Customer is required to follow the same instructions above, but the shipping costs for re-sending the product will be entirely on Sparkling dog.

### ORDER CANCELLATION

The cancellation of an order is possible provided that:

1. The order status is not yet confirmed/in preparation.

2. If the cancellation is requested once the order has entered production or has been shipped, the return procedure must be followed.