
Diva Dog - Returns and Exchanges

If you are not completely satisfied with any item, we will be happy to exchange, substitute, or issue a refund (less shipping and handling charges and a 10% restocking fee). As a general rule, we cannot accept returns on such products as pet grooming items or any product marked as "No Returns" on our website – this applies to all items on the clearance page and special orders. A copy of your invoice must accompany all returns. We will not be responsible for return shipping costs. Ship products back to us via USPS, UPS or Federal Express to:

Diva Dog Returns Dept.
4850 La Cruz Place
San Diego, CA 91941.

To avoid returns, we suggest you double check all measurements before ordering or contact our customer service department with any questions before placing an order. In the event a return is necessary, we will gladly oblige as long as the following conditions are met: 1) the item has not been used. 2) The item was not purchased more than 30 days before the postmarked return date. Damages & Shortages: Please contact the delivering carrier immediately and save all packing material for inspection. Damages and Shortages must be reported within 72 hours.

Thank you,

The WholesalePet.com Staff