

How do I make a return or an exchange?

What are the conditions for return of purchase?

You may return one or all products purchased directly from our website within 30 days of receipt of the product.

We like to keep things easy, so to not complicate stuff the product must meet the following requirements:

1. The product should be in the same new condition as when received.
2. The product should be in its original packaging with intact labels and protective adhesive labels.

Products purchased from a reseller, cannot be exchanged or reclaimed with us. Please get in touch with the reseller you purchased our products from concerning your issue.

How do I make a return?

If you want to make a return, click on [FAQ](#) and scroll down to "Returns & refunds" and select "How can I send my order back" for a short description. Any other questions regarding your return please reach out to us on contact@cococasing.se.

The cost of returning the product is at the expense of us.

Can I make an exchange?

No, however we'll offer you a full return on the prerequisite that you can meet our conditions for return.

How do you refund my return?

Once you have made your return and we have checked that your product meets our return conditions, we will issue a refund. The refund will be made with the same payment method you used to make your purchase.

If you have paid with Klarna invoice, please get in touch with them to have the invoice paused while waiting for your return to be approved. You can also choose to pay your invoice and Klarna will issue a refund as soon as your return is completed.