

## DYNO FULFILLMENT Refund & Return Policy

(Revised 2025)

### 1. Customer Claim Requirements

To process refunds or reship, customers must provide complete and valid information for the supplier to review and approve. Required documents include:

- Clear photos or video evidence of the issue
- Order number
- Shipping tracking details
- Detailed description of the problem

Incomplete or insufficient documentation may result in claim rejection.

### 2. Order-Related Issues

#### Supplier is responsible for reshipment or refund

- Wrong item or incorrect style delivered
- Wrong size delivered
- Wrong color delivered
- Missing items in the package
- Actual product measurements differ from the size chart by 3 cm or more

#### Supplier is NOT responsible for reshipment or refund

- Size does not fit (customer should check the size chart before purchase)
- Size feels too small or too large
- Sleeves are too short or too long
- Minor size variations within a reasonable tolerance of the size chart
- Customer dissatisfaction with size or fit

### 3. Product Quality Issues

#### Supplier is responsible for reshipment or refund

- Defective products (broken zippers, holes, missing parts, etc.)
- Package physically damaged upon arrival

#### Supplier is NOT responsible for reshipment or refund

- Package damaged by the customer during opening
- Product matches the sample but customer claims it is inconsistent with descriptions
- Product is undamaged but customer subjectively considers it low quality
- Product matches the sample but customer is personally dissatisfied

### 4. Refund Percentage Guidelines (For Reference Only)

Final refund rates are determined after communication between customer service and the customer.

- 10%–20%: Minor flaws (loose threads, slight color differences)
- 20%–30%: Moderate color discrepancies
- 50%: Issues requiring minor correction but not affecting normal use
- 100%: Severe damage or defects that make the product unusable

### 5. Additional Terms & Conditions

#### After-Sales Time Limit

Quality-related claims must be submitted within 7 days of delivery (as shown by tracking). Late submissions may not be processed.

#### Return Shipping Fee

Customers are responsible for return shipping costs unless the error is caused by the supplier (wrong item, defect, etc.). For low-value items, the supplier may decline physical returns and offer a partial refund instead.

### **Force Majeure & Customs**

The supplier is not liable for delays or losses caused by customs inspection, import/export restrictions, strikes, natural disasters, or other unforeseeable events beyond the supplier's control.

### **Dispute Filing Deadline**

Disputes must be filed within 7 days of delivery or tracking status update. Late disputes may not be accepted.

### **Special Shipping Destinations & Methods**

The supplier is not liable for issues related to remote or high-risk destinations, or shipping methods selected by the customer. If a package is returned due to incomplete address or failed delivery attempts, the customer bears return costs and is not eligible for refund or reshipment.

### **Contact Information**

For inquiries, assistance or concerns, please contact:

Email: [service@dynotrade.net](mailto:service@dynotrade.net)

WhatsApp: +86 13345997095 Or contact your dedicated fulfillment support team.

**DYNO / Ningbo, China**