

DYNO FULFILLMENT Returns & Refunds Template

Last Updated: 2025

IMPORTANT DISCLAIMER

This Returns & Refunds Policy is for general business reference only and does not constitute legal advice. We strongly recommend consulting a licensed legal professional before applying any online policy template to your operations. The content provided may not reflect the latest regulatory requirements, and we disclaim all liability to the fullest extent permitted by law for any actions taken based on this document. For personalized legal guidance, please contact an attorney.

1. Return Eligibility & Time frame

Returns are accepted within 7 calendar days after you receive your order (tracking delivery date).

To qualify for a return or refund:

1. Items must be unused, undamaged, and in their original packaging
2. Products must be in the same condition as when delivered Requests submitted beyond the valid return period will not be processed.

To start a return, send an email to: service@dynotrade.net Include your full name, order number, product details, and a clear explanation for your return request.

2. Approval & Refund Processing

Once we receive and inspect your returned item, we will notify you by email about receipt and approval status. If your refund is approved, funds will be automatically returned to your original payment method. Processing times vary by card issuer or bank, usually taking several business days to reflect in your account.

Please note: product images may show slight color differences from actual items due to lighting, camera settings, or screen display variations. We encourage you to read all product descriptions carefully before purchasing.

3. Responsibility & Liability

Our Responsibilities (DYNO FULFILLMENT):

We will cover replacements or full refunds in these situations:

1. Items arrive with manufacturing defects or quality issues
2. We send the wrong product, incorrect size, or wrong color

Your Responsibilities:

We cannot offer refunds or exchanges for issues caused by customer error, including:

Mistakes in the shipping address you provided Orders placed with the wrong size, color, or quantity. We are not responsible for non-delivery caused by incorrect address information submitted at checkout.

4. Return & Exchange Procedure

If your issue results from our error, we apologize sincerely and will resolve it quickly.

Follow these steps to submit a request:

1. Take clear photos or video of the issue (include a ruler for size discrepancies).
2. Send an email with subject line:

Order # [Your Order Number] – Replacement / Return Request to service@dynotrade.net

Include:

- Visual evidence (photos/videos)
- Detailed description of the problem
- Order number and specific faulty/incorrect item

Our support team will reply within 1 business day with official return instructions.

5. Order Modifications, Delivery & Replacements

All orders include delivery guarantee.

For lost packages due to events outside our control, we will resend items to the original ship-

ping address.

No refunds are granted for customer errors such as wrong size, color, or quantity ordered.

We ship exactly what you selected during checkout.

If you need to change your order, email us as soon as possible. We cannot modify orders that have already been processed or shipped.

Defective or damaged items will be replaced free of charge or eligible for a full refund.

6. Late or Missing Refunds

If you have not received your approved refund:

1. Double-check your original payment account

2. Contact your credit card company to confirm processing status

3. Follow up with your bank regarding refund posting times. If you still have not received your refund after these steps, contact our support team:

Email: service@dynotrade.net

WhatsApp: +86 13345997095

DYNO FULFILLMENT | Ningbo, China