

RETURN POLICY

This Return Policy applies to all products purchased through DDS Supply (<https://ddsupply.com>)

Our Return Policy is part of, and should be read in conjunction with, our Terms and Conditions, Privacy Policy, and Shipping Policy. We reserve the right to modify this Return Policy at any time.

Refunds will only be issued once the product has been delivered and received by the buyer. No refunds will be provided for products that are still in transit or have not yet been delivered. This Refund Policy does not affect your statutory rights.

RETURNS

Customer satisfaction is a priority for us, which is why we offer returns and refunds if you are not satisfied with our products. Purchases made on our website may be returned for a refund within 14 days from the delivery date. If 14 days have passed since the delivery, we are unable to offer a refund.

If you wish to return an item, shipping costs will also be refunded.

Please email info@ddsupply.com for return instructions.

CONDITIONS OF RETURN

We will need your order number to process the return.

Items must be in their original condition (unmarked, unaltered, and undamaged).

All returns must include your invoice as proof of purchase.

You are responsible for any items you have accepted and are returning until they reach our warehouse. Please ensure you use a shipping service that insures the value of the products and package the item securely.

DDS Supply reserves the right to reject any returns that do not comply with our Refund Policy. Returns that do not meet our policy may be shipped back to the customer.

DEFECTIVE OR DAMAGED PRODUCTS

We make every effort to ensure your goods arrive in perfect condition; however, issues may occasionally arise during transit. We apologize for any inconvenience this may cause. Our goal is always to provide the best service. Shipping costs will also be refunded.

If you wish to exchange the item for the same one or request a refund, please email us at info@ddssupply.com with your order number.

Please note that you have 14 days from the date of delivery to request an exchange for an identical or similar product, or to request a refund.

PROCESSING YOUR REFUND

Once your return is received and approved, please allow 7 to 10 business days for processing. If your return does not meet the specified conditions, the package will be returned to you at your expense.

If your return is accepted, a refund will be issued, and you will receive a return confirmation email. The refund will be processed via the original payment method, with the return shipping cost deducted from the total refund amount.

UNDELIVERABLE PACKAGE

Undeliverable packages returned to us will not be automatically re-shipped. Should you need to update the delivery address, please note that you will be responsible for any associated re-shipping fees.

CONTACT US

If you have questions about this Return Policy, please contact us at:

(818) 837.4471

info@ddssupply.com