

SHIPPING POLICY

This Shipping Policy applies to all products purchased DDS Supply (<https://ddssupply.com>)

DDS Supply is dedicated to delivering products in perfect condition to the address provided by the customer during checkout.

To ensure a smooth delivery process, we kindly ask customers to provide an address where the order can be received during normal business hours.

U.S. Supply Shipping

DDS Supply ensures reliable delivery across the entire nation.

We securely ship nationwide via secure mail.

ORDER PROCESSING TIMES

Orders will be shipped within 1–3 days of purchase.

Note: Processing times and shipping times are separate and may vary.

SHIPPING TIMES

1–7 business days.

Shipping times may differ based on the customer's delivery location.

SHIPMENT TRACKING

DDS Supply will provide tracking numbers as soon as they become available after your order has been shipped. Once your shipment is on its way, you'll receive a notification sent to the email address provided during purchase. This email will include a tracking number, allowing you to monitor your order's journey right to your doorstep.

DELAYS

DDS Supply is not liable for shipping or delivery delays caused by natural events or circumstances beyond our control. Furthermore, we are not responsible for courier-related delays, such as customs clearance processes. Unfortunately, these delays are outside our control. Please note that transit times exclude Saturdays, Sundays, and holidays.

UNDELIVERED PACKAGES

If at the time of delivery, the customer is not at the delivery address or if it is not possible to deliver the package to any person in charge, the product must be returned and extra charges may apply for shipping costs.

WRONG DELIVERY ADDRESS

DDS Supply is not responsible for lost or undelivered packages due to incorrect shipping addresses and will not process returns for such cases. Please ensure you provide accurate and complete shipping information at the time of purchase.

SECURE DELIVERY ADDRESS

DDS Supply highly recommends customers to use a secure delivery address, such as your home or workplace. Please note, DDS Supply cannot be held liable for parcels that are lost or stolen.

SHIPPING COMPLETED

Each delivery is considered made from the moment in which My DDS Supply makes the product available to the buyer, which is materialized through the control system used by the courier company.

CONTACT INFORMATION

If you have questions or concerns about these Shipping Policy, please contact us at:

info@ddssupply.com

(818) 837.4471