

## Refund & Return Policy

Last Updated: [04/14/2025]

At Dynamic Systems, customer satisfaction is important to us. However, due to the customized nature of many of our products, our return and refund policy is subject to the following terms.

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### 1. Custom Products

Most of our products—including checks, tax forms, and printed supplies—are custom printed and **made to order**. Because of this:

- **Custom orders are non-refundable** once they have been approved and sent to production.
  - If a product arrives damaged, misprinted, or with an error caused by us, we will gladly reprint or refund your order at no additional charge.
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### 2. Order Approval Process

Customers are responsible for reviewing and approving all order details **before checkout**, including:

- Spelling and layout of custom text
- Check layout and MICR line details
- Company names, addresses, and logos
- Shipping information

We do not accept returns or offer refunds for customer-submitted errors.

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### 3. Errors and Misprints

If you receive an item that is incorrect due to an error on our part (e.g. misprint, wrong product, defect), please contact us within **7 days** of delivery with:

- Your order number
- Description of the issue
- Clear photos of the item(s)

We will investigate the issue and offer either a **replacement** or **full refund**, depending on the nature of the error.

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#### 4. Damaged or Lost Shipments

If your order is lost or arrives damaged due to carrier issues:

- Please notify us within **7 days** of the expected delivery date.
- For damaged packages, include photos of the packaging and contents.

We will coordinate with the shipping carrier and either reship your order or issue a refund, based on the outcome.

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#### 5. Non-Custom/Stocked Items

Non-custom items (such as unprinted envelopes or accessories) may be returned within **30 days** of purchase, provided they are unused and in their original packaging.

- A return authorization must be requested in advance.
  - Customer is responsible for return shipping costs unless the return is due to our error.
  - Refunds will be issued once the items are received and inspected.
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#### 6. Refund Processing

If a refund is approved:

- It will be issued to the original payment method within **5–10 business days**.
  - You will receive a confirmation email once your refund has been processed.
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#### 7. How to Request a Return or Refund

To start a return or refund request, please contact our support team at:

**Email:** [info@dswebtoprint.com]

**Phone:** [1-800-782-2946]

**Hours:** [8:30am-5pm EST, Monday-Friday]

Please include your order number and a description of the issue.

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#### **8. Final Sale Items**

The following items are **non-refundable and not eligible for return**:

- Custom printed products after approval
  - Clearance or promotional items
  - Opened software or digital downloads
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We reserve the right to deny any return or refund request that does not meet the conditions listed above.