



Refund and Return Policy

We want you to be completely satisfied with your purchase. If you are not fully satisfied, you can return the product or request a refund based on the following terms:

1. Eligibility for Returns:

- Returns are accepted within 30 days from the date of purchase.
- The item must be unused, in its original packaging, and in the same condition as when you received it.

2. Non-Refundable Items:

- Certain items, such as digital products or custom orders, are not eligible for refunds or returns.

3. How to Return:

- To initiate a return, please contact our customer service team at finance@dialtoneproduction.com/+1 8554969341. You will be provided with instructions and a return authorization number (RAN).
- You are responsible for return shipping costs unless the item was damaged or incorrect.

4. Refund Process:

- Once we receive the returned item and confirm that it meets the return conditions, we will process your refund. Refunds will be issued to the original payment method within 1-5 business days.

5. Damaged or Incorrect Items:

- If you received an item that is damaged or not as ordered, please contact us immediately. We will provide a full refund or exchange at no additional cost to you.

6. Exceptions:

- If the product has been used or altered in any way, a refund or return may not be possible.

7. Contact Information:

- For any questions or to start a return or refund request, please reach out to us at finance@dialtoneproduction.com

- **1. Shipping:**

- Shipping costs for returns are the responsibility of the customer, unless the item is defective or damaged. Once the return is processed, a refund or exchange will be issued as per your preference.

[Click here to request a refund](#)