

Delivery, Returns, Refunds and Exchanges Policy

Delivery

All books are shipped within 10 business days Monday - Friday 8am - 5pm.

All ebooks links are furnished within 24 hrs of receipt of payment.

All online training program participation access is furnished within 24 hrs of receipt of payment.

Workshops are not available for purchase online. Contact [info@dynskills](mailto:info@dynskills.com) for more information.

How to Return an Item

Your item must be in its original unused condition to be returned, unless there is a manufacturer defect. You must return the item within 30 days of your purchase.

1. Please email info@dynskills.com to request a refund and we will assign you a return authorization #.

2. Mail your returned item to:

Dynamic Interaction Skills
1400 High Street
Eugene, OR 97401

3. Include in your package a signed letter stating the reason for your return and the original receipt.

Return Exceptions

Some items cannot be returned. These include ebooks and online training program participation. Contact it@dynskills.com concerning any technical difficulties.

Restocking Fee

All items are subject to a 10% restocking fee, this will be deducted from your refund. We also do not refund the original shipping and handling that you paid on the order.

Exchanges

Some items cannot be exchanged. If a specific product can be exchanged, You may or may not be subject to a restocking fee in this case, but you still will have to pay return shipping if relevant.

Payment Policy

Accepted Methods of Payment Credit Card (Visa, Master Card, American Express, Discover) Check/Money Order

Credit Card Charges

Your credit card will be charged when you place your order. If we are not able to fulfill your order for any reason your credit card will be refunded.

Mailing Address For Check/Money Order

Dynamic Interaction Skills
1400 High Street
Eugene, Oregon 97401

Delivery of ebooks and training program participation:

When an order is placed you will receive an order confirmation, as soon as the funds are made available we will furnish an electronic link to download your products. Username and Password information will be furnished in this email.

Training programs are sold as a single use, individual user, program unless part of a group sale. As the participant certifies that they have completed the program, access to the program will be denied.

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