

# Return Policy

If at any time within the first 30 days of your purchase you are dissatisfied with your purchase, let us know by contacting us at [hello@gosimplelab.com](mailto:hello@gosimplelab.com). If we can't make you happy with your purchase, we'll either exchange it or refund you the entire price you paid for it, minus a shipping and restocking fee, as long as the sample has not been submitted to us for testing.

## **Exchanges (if applicable)**

We will exchange your purchase for a product of the same dollar value, minus a shipping and restocking fee to cover the loss of shipping and materials.

## **International Orders of US Test Kits**

Any international purchases of US testing products cannot be returned and are NOT covered by this Return Policy. Once these items are sold, their sale is final. We are not able to ensure shipping of international products either. We are not responsible for any shipping issues in transit (to customer OR upon return to the laboratory team), and we can therefore not issue free reshipments.

## **Test Strips, Self-Testing Kits, and DIY Addons**

Do-It-Yourself screening and testing products cannot be returned and are NOT covered by this Return Policy. Once these items are sold, their sale is final. This Return Policy covers ONLY sample testing orders for in-lab analysis.

## **Refunds (if applicable)**

Once you are approved for a refund, it will typically be processed within 5 business days, and a credit will be applied to your original method of payment.

## **Late or Missing Refunds (if applicable)**

If you haven't received your refund, please check your bank account or contact your credit card company (depending on your method of payment), as it may take some time before your credit is officially posted. If you've done all of this and you still have not received your refund, please contact us.

## **Submitting Samples for Testing**

All samples must be returned to us for testing no later than 3 months after your purchase. We reserve the right to refuse to test samples that are returned to us after 3 months of your purchase.

**Updated:** June 22, 2023