

Add Your Labs Return & Refund Policy

Last updated October 30, 2020

AYL-IL-0001 Issue 1.0

Add Your Labs is an online service. You need a computer with Internet access to use our service and to view your data. Throughout our website, we provide detailed information regarding the process and what you can expect or may experience from our service. Please review this information prior to purchasing. Your placement of an order from Add Your Labs constitutes your acceptance of our Terms of Service and your agreement that the policies below apply to your order.

STANDARD REFUND POLICY

1. Claims, Cancellations and Returns. Upon arrival of the Products at Recipient's receiving location, Recipient shall inspect the Products for any defects. Claims for damage, shortage or errors in shipping must be reported within five (5) days following receipt by Recipient. Recipient has 10 days from the date Recipient receives the Products to inspect them for defects and nonconformance that are not due to damage, shortage or errors in shipping and notify Provider, in writing, of any defects, nonconformance or rejection of the Products. Products must not be returned without the prior written consent of Provider. Any Products returned without the consent of the Provider, regardless of the reason(s) for rejection, may be subject to a restocking charge of 25% of the purchase price. All returned Products must include a written notice stating the specific reason(s) for their rejection and must be shipped by Recipient to Provider in a commercially reasonable manner. No Recipient claims will be allowed if Products have been altered by Recipient. The only remedy for Products alleged to be defective in workmanship or material is replacement pursuant to section 14. After the 10 day period, Recipient is deemed to irrevocably accept the Products. Recipient hereby agrees that the 10 day period is a reasonable amount of time for inspection and revocation. Additionally, Recipient has no right to request any modifications to any Product or service previously ordered by Recipient or its representatives or cancel any order without Provider's written consent and payment to Provider of all charges, expenses, commissions and reasonable profits owed to or incurred by Provider as the result of a signed order. A charge of 15% of the purchase price may be applied to any order cancelled prior to shipping. Custom Products or custom ordered items may not be canceled after an order is signed, may not be returned at any time, and no refund will be made.
2. If you request a refund, we will refund the balance of the total purchase price after subtracting your sample collection kit(s), shipping and handling charges. To receive a refund for an unused sample collection kit, you must notify us within thirty (30) days of placing your order in Add Your Labs' online store or paying a test fee directly to Add Your Labs that you request a refund and confirm that you have not yet shipped your sample to our laboratory. Please review the refund restrictions and exclusions (see details below).
3. If you want to request a refund on your entire order, send an email to support@addyourlabs.io with the following information. If any of the information is not included a delay in the refund may occur:
 - Order number

- Date order placed
 - First and Last Name
 - Billing address
 - Order Email
 - Refund Details
 - Reason for return
 - Your consent to cancel your order
4. If you are interested in refunding part of a multiple kit order, contact Customer Support at support@addyourlabs.io. Refunds after sample collection kits have been delivered. If a refund is requested AFTER the sample collection kit(s) are delivered to the customer(s), and before sample processing, refunds will be processed AFTER the sample collection kits are returned to Add Your Labs. Once sample collection kits are returned, a refund will be processed minus restocking, shipping, and handling costs. Customer is responsible for shipping costs to return the kits to Add Your Labs. Customer should contact Add Your Labs at support@addyourlabs.io to confirm shipping address. In the event that you have had two sample failures, we will refund your kit fee minus shipping and handling charges.
 5. REFUND PROCESSING. Any refunds provided under this policy will be issued to the same credit card(s) used for the purchase and will be processed within 21 business days of confirmation by our Customer Support team that the conditions of the refund have been met. If the purchasing card cannot be automatically refunded, a reward email will be sent giving the option to redeem a refund in the form of another manner. At the time your refund is requested and we confirm that your sample has not already begun to be processed by our laboratory, we will invalidate your sample collection kit and any sample sent to our laboratory using that kit will not be processed.
 6. International orders paid for in US dollars are refunded at the exchange rate for USD effective at the time of the refund request. If a refund is issued after a change to the currency rate, customers may receive a refund amount greater or lesser than what they paid in their local currency. Add Your Labs is not responsible for currency rate changes that occur after the order is placed.
 7. If a purchase of two or more kits is what qualifies your order for a discount and you request a refund on part of the order or if a sample fails analysis twice, the discounted kit price will be refunded first.
 8. If you want to request a refund on your entire order, send an email to support@addyourlabs.io with the following information. If any of the information is not included a delay in the refund may occur:
 9. If you are interested in refunding part of a multiple kit order, contact Customer Support at support@addyourlabs.io
 10. Refund restrictions and exclusions. Samples that have started or completed processing are not eligible for refunds.

PLEASE NOTE: To ensure that your kit return and refund is successfully processed, please contact Add Your Labs at support@addyourlabs.io to receive specific return instructions. Please do not refuse the

package or return it to sender as this will not route your collection kit to the location and your refund may not be processed.