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. 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, plus the cost of you shipping the product back to us. Please return the product to us in the original product packaging. The returned item must have no visible signs of use.

**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 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: May 29, 2022*