

## **MyHappyGenes Return & Refund Policy**

MyHappyGenes is an online service. You need a computer with Internet access to use our service and to view your genetic data. Throughout our website, we provide detailed information regarding the genotyping process and what you can expect or may experience from our service.

### **Please review this information prior to purchasing.**

Your placement of an order constitutes your acceptance of our Terms of Service and your agreement that the policies below apply to your order.

### **Refund Policy**

**NOTE: If you have opened and or used the kit (swabbed your cheeks) no refunds will be given.**

To receive a refund for an unused kit, you must notify us within thirty (30) days of placing your order through our website that you want a refund and confirm that you have not yet shipped your saliva sample to our laboratory. In addition, the box containing the kit must be unopened and in good condition.

### ***Please review the refund restrictions and exclusions below.***

In the event that you have had two sample failures, we will refund your kit fee minus shipping and handling charges. [Learn more about why some samples fail.](#)

### **Restrictions and Exclusions**

- For kits purchased in the United States, either in-store or online from an authorized third party retailer, MyHappyGenes will only refund the lab fee paid directly to MyHappyGenes.
- If you purchased your kit through a practitioner please ask them about their refund policy to determine if you are eligible for a refund directly from them.
- Kits purchased at a conference or event are non-refundable, unless otherwise stated at the point of sale.

### **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 Care team that the conditions of the refund have been met.