

Thank you for your purchase from eScience Labs. If you are not entirely satisfied with your purchase or need to return for any reason, we are here to help.

General:

- Only fully intact and resalable products purchased from eScience Labs and returned within 30 days of shipment qualify for a refund from eScience Labs.
- All returns require prior approval via a Return Merchandise Authorization (RMA) from eScience Labs.
- The customer is responsible for all return postage (including refused package fees).
- Returns on individual product purchases under \$55.00 will not be accepted.
- All returned kits will be refunded for the original cost of the kit less a 15% restocking fee.
- Any kit that is returned without prior approval that is still eligible within the 30 days policy is subject to a 25% restocking fee

Bookstore Returns (Bulk kits, emailed or card stock Redemption Codes):

- Bookstore returns require prior approval via a Return Merchandise Authorization (RMA) from eScience Labs.
- Returns received without an RMA will not be processed.
- Bookstores may return 20% of the original invoice quantity within 1 year of the invoice date.
- All returned lab kits are subject to a 15% restocking fee.

Redemption Code Terms and Conditions:

- All redemption codes (emailed or card-stock) expire within one year of their creation date. These codes will not be made available for extension. Please contact us should you need help in identifying expiration dates for any codes you have on hand.

Student Redemption Code Returns:

- If a student wishes to return an unused code to the bookstore, please feel free to contact eScience Labs to check the code in question.
- The bookstore holds the right to approve or deny any return based on their policies for students trying to return a used Redemption Code (emailed or card-stock). If the bookstore approves the return, eScience Labs will assist in receiving the kit once contacted by the student.
- Student redemption code returns require prior approval via a Return Merchandise Authorization from eScience Labs.
- After the kit has been received, eScience Labs will issue a credit (less a 15% restocking fee) to the bookstore if the return is submitted within eScience Labs return policy conditions.