



RETURN POLICY

GENERAL

For scans purchased at Alchemy & Sage, we will refund your full purchase if the test kit has not already shipped out. No test refunds will be made after the collection kit has shipped out. You agree to this policy when you complete your purchase.

DAMAGES & EXPIRATION:

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item so that we can evaluate the issue and exchange it if necessary. Lost kits are the sole responsibility of the purchaser. Kits must be sent to the lab within 90 days of purchase.

REMEDIES:

Remedies are ordered upon receipt of invoice payment. Each scan does NOT include remedy cost. Remedies cannot be returned.