



RETURN POLICY

Intermountain Life Sciences (ILS) has sole discretion and reserves the right to refuse any return. If you have any questions about a possible return, please contact ILS directly.

A return requires authorization by ILS, which is valid for 30 days. Returns may incur a restocking fee, at ILS' discretion. Product can be returned and receive a replacement or refund for incorrectly shipped product or nonconforming product.

Product cannot be returned if:

- Customer ordered incorrectly.
- Customer has had the product for more than 30 days (from date received).
- The product is shipped or stored outside of temperature specifications (data logger information required).
- The package has been opened or the seal has been broken.
- The package is defaced or has writing on it.
- Product is a hazardous product.
- Product is custom or made to order.
- Product is expired.
- Product was damaged by a party other than Intermountain Life Sciences.