



RETURN POLICY - Shipped

The following policy applies to kits purchased from the Gravityplus.com website.

- If you purchased a kit from an authorized retailer, please speak with a representative from the original retailer that the kit was purchased as Gravity+ must adhere to their return policies.
- If you purchased a kit from an unauthorized reseller, you are not eligible for any refund, cancellation, or replacement. Kits purchased from Gravityplus.com to be eligible for a refund, cancellation, or replacement will need to have proof of purchase.

To receive a refund for an unused kit, you must notify our [Customer Care team](#) within thirty (30) days of placing your order.

Refund Exceptions:

We will not issue a refund if any of the following criteria are met:

- You request a refund more than **thirty (30) days** after your order was placed,
- Our laboratory had begun processing your sample prior to your request for refund; or
- We do not receive your collection kit within twenty-one (21) days of your request for refund.

Processing the Refund:

- 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. If the purchasing card cannot be automatically refunded, a reward email will be sent giving the redeemer a refund in the form of an egift card. At the time your refund is requested, and we confirm that your sample has not already begun to be processed by our laboratory, we will invalidate your collection kit and any sample sent to our laboratory using that kit will not be processed.
- If a purchase of two or more kits qualifies your order for a discount and you request a refund on part of the order or if a sample fails analysis twice, the discounted kit price will be refunded first.
- If your order has not been shipped out, you will be eligible for a 100% refund.
- If it has been 30 days or less, you are eligible for a full refund less than \$30 per test kit to cover shipping, handling, and processing fees. **Please include your Kit ID when contacting Customer Care.**
- Orders that are over 30 days and results have been released will not be eligible for any refund.
 - On the bottom outside of the box is a return label for returns only. After contacting our Customer Care, and the return has been approved, the kit will be mailed with unused supplies. If we don't receive the kit within 21 days, the return will be voided. Once Gravity+ has verified receipt of the kit and its contents, the refund will be processed and credited back to the original card used or an egift card will be issued.



RETURN POLICY - Not Shipped

The following policy applies to kits purchased from the Gravityplus.com website.

- If you purchased a kit from an authorized retailer, please speak with a representative from the original retailer that the kit was purchased as Gravity+ must adhere to their return policies.
- If you purchased a kit from an unauthorized reseller, you are not eligible for any refund, cancellation, or replacement. Kits purchased from Gravityplus.com to be eligible for a refund, cancellation, or replacement will need to have proof of purchase.

To receive a refund for an unused kit, you must notify our [Customer Care team](#) within thirty (30) days of placing your order.

Refund Exceptions:

We will not issue a refund if any of the following criteria are met:

- You request a refund more than thirty (30) days after your order was placed,
- Our laboratory had begun processing your sample prior to your request for refund

Processing the Refund:

- 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. If the purchasing card cannot be automatically refunded, a reward email will be sent giving the option to redeem a refund in the form of an egift card. At the time your refund is requested, and we confirm that your sample has not already begun to be processed by our laboratory, we will invalidate your collection kit and any sample sent to our laboratory using that kit will not be processed.
- If a purchase of two or more kits qualifies your order for a discount and you request a refund on part of the order or if a sample fails analysis twice, the discounted kit price will be refunded first.
- If your order has not been shipped out, you will be eligible for a 100% refund.
- If it has been 30 days or less, you are eligible for a full refund less than \$30 per test kit to cover shipping, handling, and processing fees. Please include your Kit ID when contacting Customer Care.
- Orders that are over 30 days and results have been released will not be eligible for any refund.
- In all cases, Gravity+ cannot accept return/unused kits. If you received your order and do not wish to continue with the test, we ask that you dispose of the kit.
 - Proper disposal of the following kits:
 - PGx--TBD
 - COVID--TBD