

Shipping & Return Policy

This policy outlines our procedures for shipping, handling, and returns. It is governed by and forms part of our **Terms & Conditions**.

Note: All products sold by **Clear Choice Labs Inc.** are for **Research Use Only (RUO)** and are not intended for human or veterinary use, therapeutic use, or diagnostic purposes.

1. Shipping & Delivery

A. Order Processing Time

- Orders are typically processed and prepared for shipment within **1 business day**, subject to product availability and payment verification.
- Orders placed after **1:00 PM PST**, on weekends, or on holidays begin processing the next business day.

B. Shipping Methods & Carriers

We ship using established carriers such as Amazon Logistics, FedEx, UPS, and USPS to ensure reliable delivery of laboratory-grade products.

- Standard shipping typically delivers within **1-3 business days** after processing.
- Expedited options may be available at checkout.
- Custom formulations or bulk orders may require additional processing time.
- Temperature-sensitive products are shipped with appropriate cold packs or insulation.

C. Shipping Costs

Shipping costs are calculated at checkout based on weight, dimensions, destination, and selected shipping method.

D. Title & Risk of Loss

Title and risk of loss transfer to the Customer once Products are delivered to the shipping carrier.

After the carrier accepts the package, Clear Choice Labs Inc. is **not responsible** for:

- Transit delays,
- Carrier mishandling,
- Damage occurring during shipment,
- Lost or stolen packages.

Customers may choose to add insurance for additional protection.

E. Import & Customs (International Orders)

For international shipments:

- Customer is responsible for compliance with import laws.
 - Customer must pay all duties, taxes, and customs fees.
 - Packages refused or seized by customs are **not eligible for refund**.
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2. Returns & Refunds Policy

Due to the specialized nature of RUO laboratory products, **all sales are final**. We do not accept returns or issue refunds except in cases where the product arrives **damaged** or is **incorrect due to Company error**.

A. Exceptions — Damaged or Incorrect Products

A return or refund may be approved only if:

- The product was physically damaged upon arrival, **or**
- The incorrect product was shipped due to Company error.

B. Claims Process

To file a claim:

1. **Contact us within five (5) business days** of delivery.
2. Submit the following to info@clearchoicelabs.us:
3. Order number
4. Product name
5. Clear photographic evidence of:
 - The damaged item, and
 - Any damage to the shipping container

C. Resolution Options

Once damage or error is verified, Clear Choice Labs Inc. will offer **one** of the following at its discretion:

- **Replacement** of the original product at no cost, **or**
- **Full refund** to the original payment method, including applicable shipping fees.

D. Non-Refundable Situations

Refunds **cannot** be issued for:

- Customer ordering errors.
- Change of mind or product no longer needed.
- Improper storage or handling after delivery.

- Products that are opened, used, or altered.
- Customs refusal, clearance issues, or international import complications.
- Transit delays or carrier-related issues.

E. Refund Processing Time

Approved refunds are processed within **7-10 business days**. Posting time depends on the customer's bank or payment provider.

If you have questions regarding this policy, please contact us at info@clearchoicelabs.us.