

## **Clinical Reference Laboratory Refund Policy**

The following policy applies to purchases made through MyCRLHealth.com.

Within 30 days of purchase, you may request a refund of your order amount less a \$6.00 physician order fee, subject to the following terms and conditions:

- If your sample has already been submitted for testing, we cannot cancel your order or refund your payment.
- If you do not receive your kit, or the kit arrives damaged or is missing components, you may request a replacement kit or a full refund by contacting Customer Support.
- Please note that we cannot accept returns of unused kits. If you do not wish to proceed with testing, we ask that you dispose of your kit(s).

Any refunds provided under this policy will be issued to the same payment method used for the purchase.

For any questions concerning this policy, please contact Customer Support by email at [Wellnessgroup@crlcorp.com](mailto:Wellnessgroup@crlcorp.com).