

## **Shipping Policy**

Items will be shipped to customers within 3 business days of orders being received by our customer service staff. The carrier will be United States Postal Service, United Parcel Service, or Federal Express.

## **General Returns Policy**

You may return new, unopened items sold by us within 30 days of delivery in exchange for credit. Items should be returned in their original product packaging and be in the same condition the item was received by the consumer. Please contact us at 208-882-9736 if you require a return.

Credit will be available on your account 4-6 weeks after receipt of the returned item; however, in most cases you will receive credit sooner. This timeframe includes time to receive your package from the shipper and process the return. Sometimes, unavoidable delays in receiving or transit may extend this deadline.

## **Discretionary Credit**

At BioTracking's discretion, credit may be issued for the following items:

- Most items that are returned more than 30 days after delivery.
- Any item that has obvious signs of use.
- Any item not returned to us in the condition the item was received by the consumer.

## **Exchanges**

If you received a faulty item and need to exchange it for the same item, contact us at 208-882-9736 to request a replacement. We will send you the replacement product as soon as we receive the original, faulty item at our offices. Which items are faulty shall be determined by BioTracking.