

Returns

All returns must be postmarked within thirty (30) days of the purchase date. All returned items must be in unopened original packaging.

Return Process

To return an item, please email customer service at info@mbipet.com to obtain a Return Merchandise Authorization Number (RMA.) After receiving the RMA, place the item to be returned in its original packaging, include your proof of purchase document, and mail by service of your choice to

Molecular BioLife International
Att. Returns:
RMA #:
200 West 16th Street Building B
Sheldon, IA 51201

Please note that you will be responsible for the return shipping charges. We strongly recommend that you use a trackable method to ship your return package.

Refunds

Upon receipt of your return and inspection of the returned product, we will process your request for exchange or refund. Please allow at least fourteen (14) business days from the receipt of the package to process the transaction. We will notify you via email when the transaction has been completed.

Exceptions

If there is a quality issue that arises upon opening or use of the product, contact us via email, and we will provide further instructions.

Questions

If you have questions regarding our return policy, please contact us at info@mbipet.com