

Labb® Expired Test Kit Return Policy

For all Labb customers - 2026 Policy

At Labb®, we want to ensure you have quality products and plenty of stock. To alleviate concerns over inventory, Labb has adopted a refund policy for expired test kits as follows:

1. Who It Applies To:

This policy is for anyone who has purchased Labb® test kits.

2. How to Request a Refund on Expired Test Kits:

You can request a refund for expired test kits if you meet the following conditions:

- The test kits are unused and will be disposed of by you.
- You send us a picture of the unused test kits with the QR code side facing the camera. The kits should be placed on a desk or tablet. Please do not include more than 25 test kits within a single image.
- You provide us with a list of the SD numbers for the kits shown in the image provided.
- If any SD number has been used or is used later on Labb Station, your refund will be canceled.

3. Refund Process:

After we receive your picture and SD number list, we will issue a product credit equal to the current sales price of the expired kits, regardless if the current price is higher than what you originally paid, you'll receive credit for the higher amount.

If you have any questions about this policy, please contact our customer support team for assistance.

Please follow the link below to view our expired kits Jotform. All information and details are in the form. Please share this link with all franchisees.

<https://form.jotform.com/260115455022040>