

REFUND & CANCELLATION POLICY

Effective date: December 6, 2022

Thanks for purchasing, or considering to purchase, a test from our website www.discoverydna.ca. We appreciate your business.

We take pride in performing the adequate quality control measures and taking the steps necessary to ensure that our lab's protocols actions and procedures adhere to our clinical accreditation from the College of Physicians and Surgeons of Alberta, and ultimately work to provide you with a test result that you can trust.

The amount of money back provided from refunds is different depending on the conditions of your order. We invite you to read the conditions explained in more detail below, in order to see the condition that applies to your situation, while following the correct procedure.

1. If you cancel your order before we ship your sample collection kit: If you request a refund after placing your order, but before our team ships you your sample collection kit, we will provide you with a full refund less a small service charge.
2. If you cancel your order after we ship you your sample collection kit: If you request a refund after your sample kit is shipped to you, OR after you ship back the collection kit, we will provide you with a full refund less shipping and collection kit costs, and a small service charge.

If you have any questions about our refund policy, please contact us at info@discoverydna.ca.