

REFUNDS POLICY

- a) If the Service is cancelled before the Company issues the Client a Kit, then a full refund will be offered.
- b) If the Service is cancelled after the Company issues the Client a Kit but before the Client sends back the samples, then a postage and administration fee will apply.
- c) If the Service is cancelled once samples are received at the Company then no refund will be due.
- d) Due to the personalised nature of the Kit, which is customised for each Client, the Service falls outside the Distance Selling Regulations.