

## **Fulfillment Policy for Betterdrugtest.com**

Thank you for choosing Better Drug Test! We are committed to providing you with a seamless shopping experience. Please read our fulfillment policy carefully to understand our procedures regarding refunds, deliveries, returns, and cancellations.

### **1. Refund Policy: Shipping Issues or Damaged Items**

In the unfortunate event that you encounter a shipping issue or receive damaged items, we are here to assist you. Please follow the guidelines below:

- *Shipping Issues:*
- If your order experiences delays in shipping, please contact our customer support team at (610) 751-9825 for assistance.
- We will investigate the issue and provide you with updates on the status of your shipment.
- *Damaged Items:*
- If you receive damaged items, please take clear photos of the damaged products and packaging.
- Contact our customer support team within 5 business days of receiving the damaged items, providing the photos and your order details.
- We will assess the situation and, if necessary, arrange for a replacement or issue a refund.

### **2. Delivery Policy: Domestic Shipping Only**

At this time, we only offer domestic shipping. Unfortunately, we do not ship internationally. We are constantly working to expand our shipping capabilities and appreciate your understanding.

### **3. Return Policy: No Returns**

We understand that circumstances may vary, but as a general policy, we do not accept returns. Please carefully review your order before confirming the purchase. If you have concerns about damaged items or shipping issues, refer to our Refund Policy for assistance.

### **4. Cancellation Policy: Canceling Unshipped Items**

We understand that plans may change, and you may need to cancel your order. You can cancel your order as long as the item has not been shipped. Follow these steps:

- Contact our customer support team at (610) 751-9825 as soon as possible.
- Provide your order details for efficient processing.
- If the item has not been shipped, we will cancel your order and process a refund.

Please note that once an item has been shipped, the order cannot be canceled, and our standard refund policy will apply.

Thank you for choosing Better Drug Test! If you have any questions or concerns, feel free to reach out to our customer support team, and we will be happy to assist you.