

# Natera Return Policy

## **Refunds – Sorry we do not permit refunds**

We want you to be happy with your purchase with Natera. With this in mind, should you find that your product that you ordered is less than acceptable quality, please contact us with the LOT number and we would be happy to look into it for you. If we find that the LOT has had production issues, we will send you a replacement for your order free of charge.

Please note that we do not offer refunds under any circumstances. We will do everything possible to make your purchase work for you but due to the nature of the product and shipping efforts made, we cannot offer any refunds for purchases whatsoever.

## **Returns**

You may return unopened, sealed products for credit if needed. In order to return the product to us, you must pay all shipping and brokerage fees. Please contact us for the appropriate return address. Once we have received the item, confirmed that it is in good order and is unopened, we will issue you a credit for the unopened items towards future purchases or send you alternative products valued at the amount of the credit. The credit issued will not include the value of the cost of shipping to send it to you. Please allow for at least 2 weeks to process a credit at our warehouse.

## **Incomplete Addressing**

Our shipping system creates a shipping label with exactly the same information as you entered into our online ordering form. In the event that you happen to enter your address incorrectly, and confirm the order without double checking the address during the confirmation process, we cannot be held responsible for your product not arriving.

If your product does not arrive because of you entering an address that is deemed incorrect or incomplete by Canada Post or any other shipper we use, the order will be returned to us at a cost to us. If you would like your order to be resent, we would be happy to send it to you again after you pay for both the cost to get the order back to us and then sent to you again. If you would like a refund instead, we will refund you the value of your order less the cost to send it to you in the first place and less the cost for us to get the order back again. To save all of this grief and hassle, please ensure you enter the correct address when making an order in our system.