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If you purchase items through the Site, you are responsible for providing a valid credit card number with available credit at the time of purchase, or valid checking account information with available funds at the time of purchase. You represent and warrant that you are an authorized user of any such credit card or the owner of any such checking account. You are responsible for payment of any applicable provincial, state, local or city sales taxes. Applicable sales taxes and shipping and handling charges will be included in the purchase.

Total Customer Satisfaction Guarantee

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Customer Return Policy

Immunotec offers a total customer satisfaction guarantee. Customers who are not completely satisfied with the product(s) they have purchased can return all unused and unopened merchandise within 30 days from the original date of purchase, for a complete refund, less any shipping costs. Products that are returned in re-saleable condition after 30 days from the date of purchase will be refunded at 90% of the original purchase price less any shipping costs (unless otherwise required by state or provincial law). Products that are being returned to Immunotec must be marked with a clearly visible Return Authorization (RA) number.

Before any product(s) can be returned to Immunotec, a RA number is required. To obtain a RA number, the Consultant must contact Immunotec's Customer Service Department and provide the sale order(s), and lot number(s) for all products being returned. Each item that is being returned to Immunotec must include a clearly visible RA number. The Customer will receive a refund once Immunotec has received the product(s) and has verified their condition. All credits will be made by the same method of payment as was used for the original order.

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Refunds will be issued within 15 business days of the date of return and acceptance by Immunotec.

Consultant Product Return Policy

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