

CUSTOMER REFUND / RETURN POLICY

Refund Policy

DNA kits, lab fees, data entry, reports and/or other electronically delivered products are non-refundable.

Customized Product Returns

You may request a refund of any amounts charged by contacting customer service at support@snipnutrition.com. If for any reason you are not completely satisfied with any SNiP Nutrigenomics products purchased directly from SNiP Nutrigenomics via our website, you may request a refund within 30 days from the date of delivery for a refund or exchange, a restocking fee equal to 30% of the original price of the product will be applied. Refunds and exchanges will be made to the credit card with which the product was purchased. You will need the following to make your request for refund:

- Proof of Purchase
- Unused portion of the product or empty product containers

Your refund includes only the cost of the product. It does not include the costs of shipping and handling.

DNA Report Review

Reschedule requests must be made at least 24 hours before your appointment by emailing support@snipnutrition.com and providing your name, order number, and date/time of your appointment. *Please do not use the automated Calendly cancel/reschedule link that is populated in the auto-delivered email.* Appointments joined after 10 minutes from the beginning of the appointed time will be considered no-shows and may not be rescheduled or refunded.

Return Policy

Before any product is returned to SNiP Nutrigenomics, the customer must contact customer support to obtain a *Return Merchandise Authorization* ("RMA") number. Any package received without this information on the outside of the box may be refused and may result in a refund not issuing. SNiP Nutrigenomics does not pay for the cost of return shipping.

Subscription Cancellation

Please email support to cancel or modify your Subscription at any time at support@snipnutrition.com, without penalty. You can also modify or cancel your order at any time at www.snipnutrition.com. By selecting the "Subscription" option on the website, you are giving SNiP Nutrigenomics authorization to enroll you in the automatic shipping program. SNiP Nutrigenomics will ship your products directly to you. You are also authorizing SNiP Nutrigenomics to charge your credit card for the products you have ordered on a monthly basis (or other recurring schedule option). You may cancel at any time without obligation and without penalty by emailing support@snipnutrition.com or canceling the order on the snipnutrition.com portal. All Subscription cancellations must be performed or delivered to SNiP Nutrigenomics within three (3) business days of the next shipment to guarantee cancellation of that shipment.