

# SNiP Nutrigenomics Return & Refund Policy

## Non-Refundable Items

DNA kits, lab fees, data entry, DNA reports, DNA report reviews, and all other electronically delivered products are **non-refundable**.

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## Customized Product (CODE Complex®) Returns

If you are not completely satisfied\* with your CODE Complex® and it was purchased directly from SNiP Nutrigenomics via our website, you may request a refund or exchange **within 30 days of delivery**.

### Restocking Fee

Approved refunds and exchanges are subject to a **30% restocking fee**, calculated on the product price only (excluding bundled items such as DNA test kits or report reviews):

- **\$179** for one-time orders
- **\$159** for subscription orders

Refunds and exchanges are issued to the original form of payment.

### To request a refund or exchange, you must provide:

- Proof of purchase
- Reason for return or exchange
- Unused portion of the product **or** empty product container

Refunds apply to the product cost only and **do not include shipping or handling fees**.

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## One-Time Return Authorization

Unless your product has a verified manufacturing defect or flaw, each customer is eligible for **one return authorization for one jar only**.

If you are unsure how your body will respond to your personalized formulation, we recommend starting with **one bottle** before purchasing multiple bottles.

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## Exclusions

Refunds or exchanges are **not** available for:

- Orders already in fulfillment
  - Flavor preferences or taste dislikes
  - Orders shipped to an incorrect address entered by the customer
  - Other circumstances outside SNiP Nutrigenomics' control
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## How to Request a Return or Exchange

Before returning any customized product, you **must** obtain a Return Merchandise Authorization (“RMA”).

1. Email [support@snipnutrition.com](mailto:support@snipnutrition.com) with proof of purchase and reason for return/exchange
2. If approved, you will receive an RMA number and return address
3. Package the unused product or empty container and clearly write the RMA number on the **outside** of the shipping box
4. Ship the package at your expense

Packages received without a visible RMA number may be refused and may result in no refund being issued.

SNiP Nutrigenomics does **not** cover return shipping costs.

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## Subscription Cancellation

You may modify or cancel your subscription at any time by:

- Logging into your account and selecting “**My Subscription**” → “**Cancel**”, or
- Emailing [support@snipnutrition.com](mailto:support@snipnutrition.com)

Once a subscription is canceled, any special pricing associated with that subscription is forfeited.

To guarantee cancellation of an upcoming shipment, all subscription changes must be completed **at least three (3) business days before** the next scheduled shipment.

If an order has already processed, it will ship as scheduled; future shipments will stop.

By selecting the subscription option, you authorize SNiP Nutrigenomics to enroll you in automatic delivery and to charge your payment method according to your selected delivery schedule.

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## **DNA Report Review Appointments**

Reschedule requests must be made **at least 24 hours before** your appointment by using the automated reschedule/cancel link provided in your confirmation email.

### **\*IMPORTANT\***

#### **Appointments that**

- **Are rescheduled less than 24 hours in advance**
- **Are joined more than 10 minutes late**
- **Are missed entirely**

are considered no-shows and **are not eligible for rescheduling or refund.**

A separate DNA report review may be purchased [here](#) if needed.