Returns Policy

Goods may not be returned for credit except with UC Biodevices' permission in writing in advance, and then only in strict compliance with UC Biodevices’ return shipment instructions. Certain items may not eligible to be returned for credit. These items include: refrigerated or frozen products; ELISA kits; reagents, standards and parts with expiration dates; customized products or special orders; products missing labels, parts, or instruction manuals; and software/equipment without their original packaging.

Goods should be inspected immediately upon receipt. Notification of damage, shortages or defects should be given by email at sales@ucbiodevices.com within 7 days from the day of receipt. Buyers are responsible to provide substantial evidences to support their claims within 20 days from the day of the receipt and to cooperate with UC Biodevices’ team for proceeding the investigations. Otherwise, claims can be rejected. If a claim results from UC Biodevices’ error (e.g., incorrect or defective items delivered), UC Biodevices will issue the buyer a full credit within 15 days from the day of receiving the returned items; or start replacement process within 7 days from the day of the claim approval for return-ineligible items (detailed list in the paragraph above). All claims are subject to investigation before return authorization, replacement, or credit can be issued.

All goods must be returned in the same conditions as sent, in the original packages and have all original labels. For all returns that are not results of UC Biodevices’ error (e.g., incorrect or defective items delivered), a 20% restocking fee applies to all returns. Shipping and handling charges are not credited. Buyers are responsible for all return shipping charges. For a return of a result of UC Biodevices’ error, we will pay the return shipping costs and give you full credit.

UC Biodevices Corp is not responsible for any unintended use of its products. All materials are supplied at customers’ own risk.

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