

Refund / Exchange / Warranty Policy

Employee Screening Management (ESM)

Refunds

There are no refunds on our kits and/or products; all sales are final. However, we will exchange the kits and/or products if found to be defective in anyway.

Exchange Policy

We offer a 30-day exchange guarantee on all drug-testing kits that we sell -- only if they are defective.

- Employee Screening Management (ESM)
- Attention: Exchange Officer
- 1-888-371-4615
- Exchange@RadiaaGuard.com

Warranty Policy

Shipping Costs

Customer assumes all costs in shipping to us, and we assume the cost in shipping back to the customer. All replacement products are shipped UPS Ground unless a rush is requested. The cost of such a shipping upgrade is to be paid by the customer.

Warranty Procedure

All drug-testing kits are warranted to be free of defects by the manufacturer. We will replace any defective kits.

We do not accept returns and exchanges of any

Upon receipt of the returned physical product, we will fully examine it and notify you via e-mail, within a reasonable period of time, whether you are entitled to a replacement as a result of the defect. If you are entitled to a replacement, we will replace the product using the original method of payment.

Wednesday, June 8, 2016