

LifeLabs Online Return Policy

We would be pleased to refund the purchase of a test within 30 days of the order date provided:

- You have a copy of the receipt
- You have not yet provided a sample
- The home collection kit, if provided, has not been opened and remains in its original packaging.

For samples collected by LifeLabs

If you have purchased a test in which the sample is collected by LifeLabs at either one of our Patient Service Centres or via our home collection service, tests will only be refunded if you have not yet provided a sample. Once a sample has been collected the test cannot be refunded.

Home Collection Kit

If the test you purchased has a home collection kit, refunds will be provided if the kit is returned to LifeLabs in its original packaging within 30 days of purchase. You are responsible for the cost of return shipping or drop off

For samples collected in a physician's office

Samples collected by your physician and submitted for testing cannot be refunded. Call your physician's office to ensure that your sample **will be sent to LifeLabs** for processing. LifeLabs won't be able to recover any samples that are sent to another lab by your physician's office. No refunds will be provided in this case.

Refunds will be issued in the same form of payment originally used for the purchase. To process a refund, please contact our Customer Care Centre:

Ontario:

1-877-849-3637 or shoppingcartrefunds@lifelabs.com

Saskatchewan:

1-888-333-0222

British Columbia:

604-431-7206 or 1-800-431-7206 or shoppingcartrefunds@lifelabs.com

Genetic Tests (BRCA, TreatGxplus, Panorama and Counsyl)

1-844-363-4357

Or you could click on the refund link in the order confirmation email that was sent to you via email. Please clearly state the reason for refund and our team will get back to you after review.