

No Refund Policy

Effective Date: 04/01/2026

At Trace Lab Collections, we strive to provide efficient, accurate, and professional mobile testing services. Due to the nature of our services—which involve time-sensitive, labor-intensive procedures and third-party laboratory processing—all sales are final and no refunds will be issued under the following conditions:

1. Services Rendered

Once a service has been provided—whether partially or fully—no refunds will be issued. This includes, but is not limited to:

- On-site or mobile drug testing
- Fingerprinting (digital or ink)
- DNA sample collection
- Administrative or processing fees
- Travel or mobile service fees
- Drug Screening

- Bloodwork
- Gender reveal
- Notary

2. Missed Appointments & No-Shows

If a client fails to be present at the scheduled time and location without 24 hours' notice, the appointment will be marked as a no-show and no refund will be granted. A new appointment may be scheduled at the client's expense.

3. Cancellations

Appointments canceled with less than 24 hours' notice may be subject to a cancellation fee of up to 50% of the total service cost. Any pre-paid amounts will not be refunded but may be credited toward a future appointment at our discretion.

4. Lab Delays or Inconclusive Results

We work with third-party certified laboratories for certain testing (e.g., DNA and confirmatory drug testing). We are not responsible for lab processing delays or inconclusive results. No refunds will be issued in these cases.

5. Client Errors

If incorrect information is provided (e.g., wrong names, contact details, or missing documents) resulting in service disruption, the client is responsible, and no refund will be given.

6. Unsuitable Testing Conditions

If our technician arrives at a location that is unsafe, inaccessible, or otherwise unsuitable to perform the scheduled service, the appointment may be canceled without refund. Additional charges may apply to reschedule.

7. Disputes

If you believe you were incorrectly charged or would like to request a review of your situation, please contact our office in writing at info@tracelabcollections.com]. We review all requests but reserve the right to uphold our no refund policy.

Contact Us

Trace Lab Collections LLC

 Email: info@tracelabcollections.com

 Phone: 984-346-5930

 www.tracelabcollections.com