

# RETURN POLICY

For items provided by Metabolic Reset Clinic: we always strive to ensure we provide you with the exact products you ordered, either in-person or via phone or email. If you received an item in error which has been unopened, please contact us so that we may make arrangements to provide you the correct item and accept your return.

If you wish to return previously ordered items for any other reason, please consider the following items before contacting Metabolic Reset Clinic:

- Pre-approval is required for all returns & must be within 7 days of receipt
- Refrigerated items cannot be returned
- A 20% restocking fee will be applied to unopened, un-refrigerated returns
- Special orders, herbal blends, advanced lab testing (urine, stool, saliva, etc.) & blood lab test fees cannot be returned

All items paid to outside Vendors (ex. Prolon, Designs for Health, Fullscript, Rupa Health, etc) have their own customer service and return/refund policies. Please contact them directly for any return needs.