

Version Date: July 29, 2020

Our goal: We always seek a fair solution to keep customers happy and strive for 100% order accuracy and timeliness, but all sales are final, except where described in the following policy. Our policies are subject to change at any time and all sales are final.

Fulfillment Guarantee:

Online orders are prepared for local delivery or carrier shipment within 7 business days. An order tracking number will be provided to the customer once it is ready for delivery.

Local delivery is available to zip codes in Columbia, MO only. We will call to confirm the delivery location and time and will not leave at your doorstep. Please be available when we set a time for delivery.

For orders shipped outside of Columbia, MO, you will receive tracking information by email to monitor shipment/delivery.

All online orders for delivery in the continental US shall be fulfilled, shipped, and delivered within fourteen (14) business days excluding Saturdays and federal US holidays from the order date.

If an order is delayed for any reason, we will contact you directly to offer a refund or make alternative product or shipping arrangements.

Product Refund:

We will refund products that are not fulfilled according to our 'Fulfillment Guarantee', and payment will go to the original debit/credit card used for the order in 7-14 business days, less any credit card transaction fees associated with your order (if any). Please order only the products you want as all sales which are properly fulfilled are final.

Product Returns:

We do not currently accept returns on any sanitizer products due to the nature of what we sell online (sanitizers, gloves, wipes, etc.) unless we send you the wrong item or quantity of items. Please order only the products you want as all sales which are properly fulfilled are final.

Order Cancellation:

Due to current market conditions, we do not allow you to cancel any order unless there is a delay in fulfillment, as described above. If all or part of your order is not shipped according to our fulfillment schedule, please use the contact form on our website (or email services@globalbiologics.us) to provide your order #, order date, and describe the reason for cancellation and your order will be refunded.

Product Exchanges:

We provide product exchanges in case we ship you the wrong item or quantity of items as listed on your order, or in the case there is a defect which we deem negates the effectiveness of the product(s) ordered.

For exchanges please use the contact form on our website (or email services@globalbiologics.us) to provide your order #, order date, and describe the reason for the exchange. Please do not remove your items from their original wrapping until you have inspected the shipment matches the packing list contents. We will rectify the situation by (a) providing you a pre-paid shipping label to return the unopened containers for exchange (must be in the original shipping box with filler) or (b) delivering the new or missing product(s) at no additional charge. We cannot accept any exchanges if the original items were removed from their original wrapping.

Lab Services: Return & Refund Policy

Our refund & return policy is detailed in your quotation. We generally do not accept credit cards for genetic services.

[Submit Requests to our Contact Page](#)

Contact Us:

Correspondence Address:

Global Biologics LLC

2000 E. Broadway #157

Columbia, MO 65201

Website: <https://globalbiologics.us>

Email: services@globalbiologics.us & orders@globalbiologics.us

Phone: (866) 456-2461