

Return Policy

Receipt of Products

Packaging and products should be inspected immediately upon receipt and proper storage conditions should be noted and followed. Notification of damage, shortages, or defects should be given immediately to MitoSciences Sales' Department at sales@mitosciences.com or by calling 541-284-1800 ext 105.

If items are ordered incorrectly by the customer and have not been used, MitoSciences will consider allowing them to be returned. This will normally be subject to a 40% restocking charge on the items, plus any shipping, handling, and packaging costs. Requests for returns must have prior authorization (contact sales@mitosciences.com) and must be within seven (7) days of receipt of the items. Items must be returned in the same or equivalent packaging (i.e. cold and insulated) as originally dispatched by MitoSciences.

Return & Replacement Policy

Quality is important to MitoSciences and we stand by the fitness of all of our products; therefore all of our products come with a 100% money back guarantee. If a product does not perform as described on our datasheets and through the use of our protocols, our committed team of scientific researchers and technical support will examine the details of your experiment and results to determine whether the problem is protocol-related or product-related.

Before an item can be deemed to have product-related problems, and is thus refundable, several steps must be taken in order to ensure that the issue is not protocol-related.

1. Consultation with Technical Support
 - After contacting support@mitosciences.com, you will be provided with an e-mail or phone consultation with one of our staff scientists.
2. If the consultation(s) does not resolve the technical issue, you will be asked to ship the product to MitoSciences for evaluation by our staff scientists.
3. If after consultation(s) and evaluation(s) by our staff scientists and technical support, the product you purchased does not perform in accordance with our datasheets and protocols, then you will be issued either a full refund or be provided with new product.

Warranties and Product Use Limitations

MitoSciences, Inc. warrants that all products will perform as indicated in the published Product Information Sheet and Product Technical Specifications for six (6) months from date of purchase when stored according to specifications and when used consistent with recommended protocols.

All MitoSciences' products are for RESEARCH PURPOSES ONLY, and are not to be used in humans or for diagnostic purposes.

MitoSciences will not be liable for any professional advice it may offer in relation to the use of the products, nor any claims or applications not listed in the literature or the misuse of products which will include using the products for diagnostic, therapeutic, or in vivo use in human subjects. MitoSciences cannot provide a guarantee for all applications for which a specific reagent may be used. Further, information disclosed in MitoSciences' product literature should not be considered as a recommendation to use its products in violation of any patents. MitoSciences shall not be liable for its failure to perform any of its obligations resulting from circumstances beyond its reasonable control. MitoSciences will notify its customers as soon as practically possible after it becomes aware of deficiencies in product supplied. Any claim relation to products shall be limited to replacement or refund of original purchase price paid. Except for personal injury or death caused by MitoSciences' negligence (for which no limit applies), MitoSciences will not be liable (under contract, by negligence or any other way) for any indirect or consequential loss or damage arising out of or in connection with the products or this Agreement and MitoSciences' total aggregate liability for any loss or damage in respect of the products or this Agreement will not exceed the amount paid for the products under this order.

Except for the express warranties set out in these terms, all other warranties express or implied, statutory, or otherwise are hereby excluded to the extent permissible by law.