

OUR REFUND POLICY

We have a 14-day return policy, which means you have 14 days after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition that you received it, unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at info@doctordriverassessment.com. If your return is accepted, we will send you return shipping instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

You can always contact us for any return question at info@doctordriverassessment.com.

Damages and issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

Exceptions / Non-returnable items

Certain types of items cannot be returned, like perishable goods (such as food, flowers, or plants), custom products (such as special orders or personalized items), and personal care goods (such as beauty products). We also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item.

Unfortunately, we cannot accept returns on sale items or gift cards.

Exchanges

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

Refunds

We will notify you once we have received and inspected your returned items, and let you know if the refund was approved or not. If approved, you will be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.

When you email requesting a refund, please include your digital receipt for your payment as it will allow us to process the refund payment faster.

If you request a refund for a physical product such as a test kit:

- Before the kit has been sent out to you, you will be refunded in full.
- After the kit has been sent out to you (or you receive it), please return the UNUSED kit in the prepaid envelope included. You will then be refunded in full.

However, if you request a refund and you:

- Do not return the UNUSED kit in the prepaid envelope, we will be unable to process a refund.
- Receive the kit delivered to you, you have used it and already sent it to the lab, again we will be unable to process a refund.

Please be aware that refunds can take 7 – 10 working days to process.

Doctor Driver Assessment Ltd.