



Shipping and Return Policy

Next Day Shipment Pledge:

TRUE Test™ is a temperature sensitive product, and requires special care during shipment. For this reason, TRUE Test is shipped NEXT DAY DELIVERY to all Western, Central and Maritime Provinces in Canada. NEXT DAY AIR DELIVERY to Newfoundland, the Territories and certain northern remote areas. Freight and delivery times will be confirmed through order confirmation.

Order Placement Times:

Orders placed Monday through Thursday, before 2:00 PM EST will be shipped same day if all appropriate physician licensing information is current on file. Orders received after 2:00 PM EST will be shipped the following business day.

Exception:

- ✚ All orders placed on Friday, or orders placed on Thursday after 2:00 PM EST, will be shipped the following Business Day (typically Monday).
- ✚ When national holidays fall during the week, there will be no shipments the business day prior to a national holiday.
 - For example: An order placed on Friday before Labour Day will not be shipped until the Tuesday after Labour Day.

Delivery:

Signature is required for receipt of TRUE Test™ product at the customer's shipping destination and constitutes delivery. Customer should inspect the product shipping container for any damage prior to signature. Once TRUE Test™ product has been delivered and signed for, the customer is responsible for appropriate storage and handling.

Storage:

TRUE Test™ product must be refrigerated promptly upon receiving. Store between 2 to 8 degrees Celsius. Do not freeze. If the TRUE Test™ product is left without refrigeration for more than 4 hours, the product may no longer be effective. Therefore, the manufacturer currently recommends discarding improperly stored product.

Returns:

The TRUE Test™ product is temperature sensitive and cannot be returned.

Damage in Transit:

If the TRUE Test™ inner Styrofoam shipping container arrives defective or damaged, the customer should refuse product delivery. Immediately notify Spexell Pharma, who will arrange for product replacement. No additional shipping or replacement charges will be incurred by the customer as long as these conditions are met.

Product Defects:

If the delivered TRUE Test™ product is believed to be defective, the customer should notify Spexell Pharma immediately.

Product Expiration Dates:

TRUE Test™ product will be delivered to the customer with an expiration date of 12 months or longer. Expired TRUE Test™ product cannot be returned.

Order Errors:

TRUE Test™ is a temperature-sensitive and cannot be returned once delivered to the customer. Therefore, the customer should verify TRUE Test™ order quantities, destination address, expiration requirements and delivery date. Unwanted TRUE Test™ product cannot be returned. However, customers may receive credit for TRUE Test™ product delivery problems that result from Spexell Pharma order entry errors or shipper errors.

Please call 866-571-SPEX (7739) if you have any questions about TRUE TEST™ product storage, expiration dates, or our non-returnable policy.