

REFUND AND RETURN POLICY

Our Commitment to Quality

Revibe we are committed to supplying high-quality Research Use Only (RUO) materials that meet rigorous standards for purity, consistency, and integrity. Every product is manufactured and handled under strict quality-control procedures and, where applicable, is accompanied by a Certificate of Analysis (COA).

Because research materials are highly sensitive to storage, handling, and environmental conditions, our return policy is designed to protect product integrity for all customers.

Return Eligibility

Returns are accepted only when all of the following conditions are met:

- The return request is submitted within 14 calendar days of the carrier-confirmed delivery date.
- The product remains unused and unopened.
- The vial's tamper-evident seal and plastic flip-off cap remain fully intact.
- The product is returned in its original packaging with all labels, inserts, and documentation included.
- A Return Authorization (RA) has been approved by Revibe prior to shipping the product back.

Returns that do not meet these requirements may be declined.

Definition of "Unopened"

For quality assurance purposes, a product is considered unopened only when:

- The plastic flip-off cap has never been removed
- The tamper-evident seal remains completely intact
- There is no evidence of puncture, re-sealing, damage, or alteration

Any indication that a vial has been opened, punctured, tampered with, or otherwise compromised makes the product ineligible for return or refund.

Chain of Custody & Product Integrity

Research peptides and related compounds require appropriate storage conditions to maintain stability.

Once a product leaves Revibe's controlled facilities, we cannot verify:

- Storage temperature
- Exposure to light or humidity
- Handling practices
- Chain of custody

For these reasons, Revibe cannot accept returns of products that:

- Have been opened or tampered with
- Were delivered more than 14 days prior to the return request
- Cannot be verified as having remained in original condition

These standards help ensure the integrity and safety of all research materials distributed by Revibe.

Damaged, Defective, or Incorrect Orders

If your order arrives damaged, defective, or you receive the wrong product, Revibe will replace the item or issue a full refund at no additional cost.

To qualify:

- Notify us within 48 hours of confirmed delivery.
- Include your order number.
- Provide clear photographs showing:
 - The shipping label
 - Exterior packaging
 - The affected product(s)
 - Any visible damage

Documentation should be emailed to info@my-revibe.com

Claims submitted after the 48-hour reporting period may be reviewed at our discretion but cannot be guaranteed.

Restocking Fee

Approved returns that are not the result of Revibe's error are subject to a 15% restocking fee.

This fee helps cover:

- Quality inspection
- Product verification
- Administrative processing
- Inventory handling
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The restocking fee does not apply to:

- Incorrect shipments
- Products damaged during shipping
- Verified manufacturer defects

Non-Returnable Items

The following items are not eligible for return or refund:

- Opened or used products
- Products with broken, punctured, or removed seals
- Products returned after 14 calendar days
- Products not in original packaging
- Clearance items
- Final sale products
- Promotional bundles or discounted packages (unless received damaged or incorrectly shipped)
- Gift cards (if applicable)

How to Request a Return

To request a return:

1. Email info@my-revibe.com within 14 days of delivery.
2. Include:
 - Your order number
 - Reason for the return
 - Photographs showing the unopened product and intact seal
3. Our support team will review your request within 1–2 business days.

4. If approved, you will receive a Return Authorization (RA) along with return shipping instructions.
5. Ship the approved return according to the provided instructions.

Unauthorized returns may be refused.

Refund Processing

Once your returned product is received and successfully passes inspection:

- Refunds are processed within 5–7 business days.
- Refunds are issued to the original payment method.
- A confirmation email will be sent once processing is complete.
- Depending on your financial institution, refunds may take an additional 3–7 business days to appear on your statement.

Shipping charges are generally non-refundable unless the return results from Revibe's error.

Exchanges

Revibe will gladly replace products that are:

- Damaged during shipping
- Defective upon arrival
- Incorrectly fulfilled

To request an exchange:

- Contact info@my-revibe.com within 48 hours of delivery.
- Provide your order number and supporting photographs.

Once verified, a replacement will be shipped at no additional cost.

Return Shipping

If the return is the result of Revibe's error—including damaged, defective, or incorrectly shipped products—we will provide a prepaid return shipping label whenever applicable.

For all other approved returns:

- Customers are responsible for return shipping costs.
- We recommend using a trackable and insured shipping service.
- Revibe is not responsible for returned packages lost, delayed, or damaged while in transit.

Order Cancellations

Orders may be canceled before they have entered fulfillment or shipment processing.

Once an order has shipped, it cannot be canceled and must follow the standard return process if eligible.

Contact Us

If you have questions regarding returns, refunds, or exchanges, please contact our Customer Support team.