

Purchase & Refund Policies

ImmunoReagents understands the importance of your research and the value of your time. In an effort to provide you with products of unmatched quality, ImmunoReagents stands behind each and every product we sell. If one of our products fails to perform, when used in accordance with the product's Certificate of Analysis, ImmunoReagents will offer a full product replacement, credit or refund at the investigator's discretion.

In order to provide a full refund please submit your experimental data including positive and negative controls, along with photos of your experiment. Our Technical Support Team will try to help troubleshoot the issue and will make every effort to respond within 1-2 business days. To better understand your technical issues, we request that you complete a Technical Service Form.

ImmunoReagents reserves the right to impose handling and restocking charges on any products returned due to customer error or improper product selection.