



*July 15, 2020*

## Product Return Policy

We strive to offer our clients a hassle-free return policy. If for any reason you are not satisfied with the product, we will replace it or refund it via a credit or mail a check once we receive the product.

We will replace/refund products for the following reasons:

1. Ordering Errors – errors such as, but not limited to, incorrect part #, quantity, and shipping address.
2. Product Complaints – performance issues with the product such as, but not limited to, invalid test, leaking cups, false positives, and false negatives.

### 1. Ordering Errors:

- a. If a client orders the product in error, they may return the product at their expense.
- b. If for any reason drugtesting.com played a role in the ordering error, we will cover the cost of the return shipping as well as the cost to ship the correct product.
- c. A credit or refund check will be issued once we receive the returned product depending on the client's request.
- d. drugtesting.com will review cases from clients requesting to return products with less than 12 months shelf life before approving the return/refund. Factors to be considered will be:
  - i. Shelf life of the product when it was originally shipped
  - ii. Date of the original shipment
  - iii. Clients reason for the return
  - iv. Likelihood of being able to re-sell the product before it expires

2. Product Complaint:

- a. We take complaints seriously and investigate each one which requires cooperation from the end-user. However, we will not allow that to interfere with our clients need to continue testing donors. We will replace the product from a different lot # via overnight shipping if necessary, at our cost and pick up the product suspected of having an issue.
- b. Once we get it back, we will try to duplicate the problems. If we can, we will file a formal complaint with manufacturer. We find that most product issues can be solved with training.

Return Process Details:

1. drugtesting.com will either issue a call tag or ship the client a return label.
2. Depending on the reason for the return, the client may be billed for the shipping fee.
3. If drugtesting.com is sending replacement product, a return label will be sent with the replacement products. Clients will repackage the product to be returned and affix the return label.
4. If drugtesting.com is sending replacement product, a new invoice will be created for the new product.
5. Once the returned product is received, a credit memo will be issued, or a check will be mailed.

# PRIVACY POLICY/PRACTICES

**Privacy / Security** Drugtesting.com values the relationships we have with our clients and visitors. We are aware and committed to protecting your privacy along with the privacy of your employees, applicants and anyone who uses our services or visits our website. Company and personal information along with the search results are kept private and confidential. Drugtesting.com does not sell, trade, rent, disclose or make available Personally Identifying Information (PII) about you to any third-party without first receiving your permission, or the law requires it, or to protect the rights and/or property of Drugtesting.com. This policy may change from time to time, so please check back periodically for any updated information. Using our website demonstrates your consent to collection and use of information pursuant to Drugtesting.com's disclosures in this Policy. Drugtesting.com's privacy policy can be requested in PDF format at [info@drugtesting.com](mailto:info@drugtesting.com).

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**Information Collected and how it is used by Drugtesting.com:** Drugtesting.com may collect two different types of information including non- personally identifying information and PII that you voluntarily supply when utilizing a service offered on this website.

**Non-Personal Information:** Our site tracking program collects aggregate information about the number of visitors, types of browsers used, Internet Service Providers (ISP) used, visit times and length, pages visited, referring pages and exit pages (log files). This information helps Drugtesting.com measure popularity, traffic, and effectiveness of various areas of this website.

**Electronic Security:** Drugtesting.com utilizes a 128 Bit SSL Certificates obtained from GeoTrust to protect all web enabled applications. Our entire network is protected by a SonicWall firewall appliance that utilizes stateful packet inspection technologies. Drugtesting.com also utilizes secure File Transfer Protocol (FTP) on both uploads and downloads. In addition, the WebScreen product enforces the use of strong passwords that must be changed on a regular basis.

## PERSONALLY IDENTIFYING INFORMATION (PII)

Drugtesting.com collects PII in order to provide certain services to our clients. For example, if you:

- place a product order, Drugtesting.com may collect and use your name, address, date of birth, social security number, phone number, e-mail address, and credit card information;
- request promotional items, Drugtesting.com may collect and use your name and address, or e-mail address;
- Drugtesting.com is a Consumer Reporting Agency (CRA) that prepares Consumer Reports for authorized users under the provisions of the federal Fair Credit Reporting Act (FCRA). Drugtesting.com only collects applicant data pursuant to written Authorization and Disclosure under the FCRA and only disseminates consumer reports to employers as directed in the written authorization. Data is only collected and distributed at the direction and authorization of consumers. Consumer data and personal information will not be sent outside of the United States. The data is maintained in a secured site. Drugtesting.com maintains strict policies and procedures in all aspects of its operation to protect the privacy of consumers.

**Security of PII:** Drugtesting.com employs physical, electronic, and procedural safeguards to protect the personal identifiable information you provide to us.

**Disclosure of your PII:** Drugtesting.com does not sell or exchange names or any other information about our customers, with any outside company, with the exception of those business partners that participate in the requested fulfillment of services such as purchase delivery, direct mail and e-mail. Drugtesting.com may also give your PII to its authorized employees, directors, and managers to help Drugtesting.com perform business, technical or professional services. Drugtesting.com may also disclose your PII to government agencies or regulatory authorities when deemed necessary. Drugtesting.com will never reveal your PII to any third party without your prior knowledge and consent, unless Drugtesting.com is required to do so by law.

**Destruction of your PII:** When it is determined that documents and/or electronic files are no longer needed or obsolete, Drugtesting.com utilizes either shredding, software erasure programs, and/or degaussing as the methods of destruction for all documents and/or electronic files that contain personally identifiable information.

## ADDITIONAL INFORMATION

**Cookies** The term “cookie” refers to small text files that are transferred from a website to a visitor’s computer hard drive to enable the host website to track the visitor’s activities while on the website. Cookies can enhance the service you receive at our site, and allow Drugtesting.com to determine the effectiveness and popularity of our site. Our cookies do not contain any PII, such as your name, or sensitive information, such as your credit card number. Web browsers often allow you to erase existing cookies from your hard drive, block the use of cookies and/or be notified when cookies are encountered. If you elect to block cookies, please note that you may not be able to take full advantage of the features and functions of the site.

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Please send any questions or comments regarding our online privacy practices [info@drugtesting.com](mailto:info@drugtesting.com)