

IDLife Returns, Refunds and Subscription Cancellation Policy

Effective Date: July 1, 2026

This Returns, Refunds & Subscription Cancellation Policy ("Policy") applies to eligible IDLife products purchased directly from IDLife or through an IDLife Independent Associate's IDLife-provided website at www.idlife.com. It also explains how to cancel IDLife subscriptions/autoship orders.

For help, contact:

IDLife Customer Advocate Department

Email: info@idlife.com

Phone: 972.987.4430

1. Summary

- Eligible IDLife products may be returned for a refund or product exchange within 30 days from the order date.
- Opened products are eligible for return or exchange unless this Policy says otherwise.
- DNA Tests and Methylation Tests are non-refundable and non-exchangeable after order placement, except where required by law or where IDLife cancels the order or cannot fulfill the product.
- Customers are responsible for return shipping.
- Original shipping charges are non-refundable.
- Refused packages and return-to-sender packages may result in carrier recall fees, which may be deducted from any refund.
- Subscriptions/autoship orders are opt-in and may be cancelled online through your IDLife account.
- Cancelling a subscription stops future subscription orders and, if submitted before shipment, cancels pending unshipped subscription orders.

2. Customer and VIP Customer Refund/Exchange Policy

If you are a Customer or VIP Customer and are not satisfied with an eligible IDLife product purchased directly from IDLife or through an IDLife Independent Associate's IDLife-provided website, you may return the product for a refund or product exchange within 30 days from the order date.

The 30-day period begins on the date the order is placed, not the ship date or delivery date.

3. Products Excluded From Refunds and Exchanges

The following products are not eligible for refund or exchange after order placement:

- DNA Tests;
- Methylation Tests; and
- any other product clearly marked final sale or non-refundable at checkout, unless the exclusion is prohibited by law.

DNA Tests and Methylation Tests involve time-sensitive ordering, registration, sample, consent, laboratory, and test-provider processes. Do not order these products unless you accept that they are non-refundable and non-exchangeable after order placement.

4. How to Start a Return or Exchange

To start a return or exchange, contact the IDLife Customer Advocate Department:

Email: info@idlife.com

Phone: 972.987.4430

IDLife may require a Return Merchandise Authorization (RMA) number before a product is returned. Returns sent without required RMA information may be delayed, rejected, or not credited.

When contacting us, provide:

- your name;
- order number;
- email address used for the order;
- product being returned or exchanged;
- reason for the return or exchange; and
- whether you are requesting a refund or product exchange.

5. Return Shipping

Customers are responsible for return shipping costs unless IDLife determines that the return is due to IDLife error or applicable law requires otherwise.

Original shipping charges are non-refundable. If you refuse delivery or return a package to sender, the carrier may charge IDLife a recall, return, or similar fee. IDLife may deduct that fee from any refund.

We recommend using a trackable shipping method. IDLife is not responsible for returns lost or damaged in transit.

6. Refund Processing

After IDLife receives and reviews an eligible return, IDLife will process the approved refund to the original payment method where possible.

Your bank, card issuer, digital wallet, or payment provider may take 5-7 business days or longer to post the credit, depending on its processing time. IDLife does not control bank or payment-provider posting times.

Refunds do not include original shipping charges, return shipping charges, carrier recall fees, or other non-refundable amounts unless required by law or approved by IDLife.

7. Exchanges

Eligible products may be exchanged within 30 days from the order date. Exchanges are subject to product availability. If the requested exchange product is unavailable, IDLife may offer a refund, store credit, substitute product, or other resolution at its discretion and subject to applicable law.

DNA Tests and Methylation Tests are not eligible for exchange after order placement.

8. Subscription/Autoship Enrollment

IDLife subscriptions and autoship orders are opt-in. Before enrollment, IDLife will disclose the material subscription terms, including product selection, billing frequency, renewal timing, recurring charge amount or calculation, taxes, shipping, cancellation method, and any trial, introductory, promotional, or bundle terms.

By enrolling in a subscription, you authorize IDLife to charge your selected payment method on a recurring basis until you cancel. IDLife will provide a confirmation after enrollment and will maintain subscription consent records as required by law.

IDLife may send renewal reminders, shipment reminders, price-change notices, material-change notices, and cancellation confirmations by email, account message, text, or other permitted method.

9. How to Cancel a Subscription

You may cancel your IDLife subscription at any time and for any reason:

- through your IDLife account at www.idlife.com;
- through the IDLife app, if available; or
- by contacting the IDLife Customer Advocate Department at info@idlife.com or 972.987.4430.

If you enrolled online, you may cancel online. IDLife does not require you to call solely to cancel an online subscription.

10. Effect of Cancellation

Cancellation stops future subscription orders and, if submitted before shipment, cancels pending unshipped subscription orders.

If a subscription order has already shipped, the order is treated like any other shipped order under this Policy. To request a refund for an eligible shipped subscription order, contact the Customer Advocate Department for return instructions and any required RMA number.

DNA Tests and Methylation Tests remain non-refundable and non-exchangeable after order placement, including when purchased as part of a subscription, bundle, promotion, or related offer, except where required by law or where IDLife cancels the order or cannot fulfill the product.

11. Free Trials, Introductory Pricing, Bundles, and Promotions

If IDLife offers a free trial, discounted first order, introductory price, bundle, or other promotion, the offer terms disclosed at checkout or enrollment will control. Those terms may include the trial length, first billing date, renewal price, recurring billing frequency, product quantity, cancellation deadline, and any limitations.

If promotional pricing ends, IDLife may charge the regular price after providing any notice required by law and the offer terms.

12. Price Changes and Material Changes

If IDLife changes a subscription price, billing frequency, product selection, or other material subscription term, IDLife will provide notice as required by law. Continued subscription use after the effective date of the change may constitute acceptance where permitted by law.

You may cancel before the change takes effect by using the cancellation methods described in this Policy.

13. Associate Kit Refund and Resignation Policy

If an IDLife Independent Associate resigns for any reason, the Associate may be entitled to a refund of the cost of the unused portion of the Associate Product Kit and unopened products purchased within the previous 12 months, subject to the Associate Agreement, IDLife Policies and Procedures, applicable law, and any required deductions.

To start the Associate kit or inventory repurchase process, contact:

IDLife Customer Advocate Department

Email: info@idlife.com

Phone: 972.987.4430

You may be required to submit an Inventory Repurchase Form and obtain a Return Merchandise Authorization (RMA) number. IDLife will inspect returned merchandise to confirm that it is unopened, unused, and eligible before issuing any credit.

Shipping charges, return shipping charges, carrier recall fees, and other non-refundable amounts may be deducted where permitted by law and IDLife policy.

14. Fraud, Abuse, and Policy Violations

IDLife may deny, limit, or delay a return, refund, exchange, subscription cancellation, or account request if IDLife suspects fraud, abuse, unauthorized resale, policy manipulation, excessive returns, chargeback abuse, identity misuse, payment misuse, or other unlawful or unauthorized activity.

IDLife may require identity verification, order verification, payment verification, product return, or other reasonable information before processing a request.

15. Your Statutory Rights

This Policy does not limit any non-waivable rights you may have under applicable law. If applicable law gives you rights that differ from this Policy, IDLife will comply with applicable law.

16. Contact

Questions about returns, refunds, exchanges, or subscription cancellation should be sent to:

IDLife Customer Advocate Department

Email: info@idlife.com

Phone: 972.987.4430