

Return and Refund Policy

1. Satisfaction Guarantee

At CSTEAM biotechnology LLC, we value your patronage and strive to maintain the highest standards of quality and service. If any product fails to meet the performance standards outlined in our product inserts, we will replace it free of charge. This policy is valid for one year from the date of purchase unless otherwise specified in the product datasheet.

2. Returns

Please note that we do not accept returns on our antibody products. Due to the nature of our antibody products, they cannot be returned to our facility. If a product does not meet the performance standards shown, please contact our technical service department at csteam-biomed@hotmail.com for a replacement. Please have your order details ready to expedite the process.

3. Refunds

For refund inquiries, please contact our customer service department at csteam-biomed@hotmail.com. Providing your order details will enable us to assist you more effectively.

4. Damages and Shortages

For any issues related to damages or shortages, please contact our customer service team at csteam-biomed@hotmail.com to assist you with any questions or concerns you may have.

5. Disclaimer

Prices are subject to change without notice. CSTEAM biotechnology LLC assumes no responsibility for typographical or human errors in pricing or product descriptions. We are not responsible for misuse of the products and methods described on our web pages and data sheets. The company is not responsible for any special, incidental or consequential damages resulting from the use or failure of any product, even if advised of the possibility of such damages. This includes, but is not limited to, loss of profits, labor or other expenses directly resulting from such problems.

For any additional information or assistance, please contact our dedicated customer service team.