

Returns & Shipping

Basic policy summary

Returns: Requests are coordinated through LabExpedia and routed to the correct vendor process.

Damaged items: Report within 48 hours of delivery with photos and PO/Submission ID.

Backorders: We notify you and provide substitutes where available.

Shipping: Vendors confirm lead times and delivery windows after quote approval.

Tracking: Available in the Client Dashboard under Delivery & Tracking.

Need help? support@labexpedia.com | WhatsApp +1 857-888-7000