

Covid Self-testing kits replace/exchange policy:

In order to be eligible for a replace/ exchange, the process must be initiated within 30 calendar days of purchase.

Any used product is only eligible for replace/ exchange if any conditions listed in appendix 1 are fulfilled.

Any unused product is only eligible for replace/ exchange if conditions listed in appendix 2 are fulfilled. The unused product must be in the same condition when received, undamaged/ sealed/ security code unscratched (if applicable).

Replace/ exchange of the product will be only be done with new batch of test kits, there will be no refund of monetary value.

We will bear all shipping costs for approved replace/ exchange, please contact our customer support team for more information.

The replace/ exchange process can be initiated by contacting our customer support team or via online.

If anything is unclear, please feel free to contact our customer support team.

Appendix 1: Conditions eligible for replace/ exchange

- Incomplete test kit (missing components or no buffer solution)
- Invalid test results (Test results are only considered invalid should the control line be not visible at all)
- Possible false negative/ false positive results (subjected to appendix 3)

Appendix 2: Return/ exchange of unused test kits

The return of unused test kits is only considered in the case that user has encountered certain numbers of invalid tests and subjected to investigation by our application team or under special circumstances announced by us such as a batch recall.

Number of kits purchased	Number of tests invalid (minimum)	Application Team Investigation	Invalid tests numbered & photographed
Less than 10	2	Virtual/ Mobile	Yes
10 and above	15%	Virtual/ Mobile	Yes
100 and above	10%	Virtual/ Mobile/ On-site*	Yes
1000 and above	5%	Virtual/ Mobile/ On-site*	Yes

*For on-site application team investigation, our team will review the test procedure done and would conduct random checking of the test kits at user location, if the investigation results testify the claim, then the process will be approved in accordingly.

Appendix 3: False results

For claims of inaccurate results, our team will conduct an investigation to further understand the issue.

Any comparisons to other brands of rapid test kit results will not be considered eligible. This includes any professional rapid test kit results done from healthcare service providers.