



Buckeye Tick Test

Refund Policy

The Buckeye Tick Test staff will make every effort to test your tick(s) for pathogens. However, in certain situations, the tick sample may not be sufficient to test (i.e., the sample does not contain an adequate amount of DNA to allow for sufficient testing). In those rare situations, you will receive an email indicating that the lab could not test your tick(s) and that your order has been cancelled. You will receive a full refund.

If upon receiving your specimen we determine that it is not a tick, you will receive an email that the specimen you submitted is not a tick and that your order has been cancelled. You will receive a full refund.

If we do not receive your tick sample within 30 days after you submit your order, we will cancel the order and you will receive a full refund.

Note that refunds will be made to the credit card/debit card used when the original order was placed. We are unable to issue a refund via check or any other payment method. You will receive an email indicating that a refund has been processed and the email will include a refund receipt. In general, it typically takes 2-3 business days for your refund to be credited to your account.