Altrapure Quality Guarantees and Shipping Protection

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Scope

These seller protection terms apply to Altrapure orders shipped to the United States. They supplement the marketplace terms and do not limit any rights available under applicable law.

Purity Guarantee

We guarantee a minimum purity of 98% for 45 days from delivery. If testing by an accepted laboratory confirms purity below 98%, we will replace the affected product at no additional cost or issue a refund.

Fill Guarantee

We guarantee at least 90% of the advertised content per vial for 45 days from delivery. If testing by an accepted laboratory confirms content below this threshold, we will replace the affected product at no additional cost or issue a refund.

Accepted Testing Laboratories

We accept test results from Janoshik, Curiouschems, Vanguard, BT Labs, Chromate, and TrustPoint.

Quality Claims

Claims must be supported by testing of a vial from your own order. Reports must include purity and content results, photographs identifying the tested vial, and sufficient information to connect the sample to your order and batch. The report must identify the analytical methods used for purity and content measurement. Please submit your order number and laboratory report within 45 days of delivery. Retain any remaining affected product and packaging while the claim is reviewed. Testing of another customer's product does not substantiate a claim for your order.

Lost Shipments and Delivery Errors

If your shipment is confirmed lost in transit or delivered incorrectly because of an error by us or the carrier, we will reship the affected items at no additional cost. If replacements are unavailable, we will refund those items. Notify us within 30 days of the expected delivery date; the carrier investigation may continue after that notification deadline. A tracking scan marked delivered does not automatically exclude a claim where evidence indicates carrier misdelivery. We may request delivery photographs, carrier confirmation, or other information needed to investigate.

Shipping Exclusions

Our replacement guarantee does not cover theft or disappearance after correct delivery to the address provided at checkout; loss, misdelivery, or return caused by an incorrect or incomplete address provided by the customer; delivery problems caused by customer-requested redirection or incorrect delivery instructions; or refused or uncollected shipments, unless the refusal resulted from damage or an error by us or the carrier. Customers are responsible for providing a complete, accurate shipping address and a secure delivery location. Contact us immediately if you notice an address error; changes cannot be guaranteed once an order has shipped. If a shipment is returned because of a customer address error, refusal, or failure to collect it, additional shipping charges may apply before it can be resent.

Damaged Product on Arrival

If a product arrives broken, leaking, or with a compromised seal, contact us within seven days of delivery. This damage-specific deadline runs from actual delivery, separately from the lost-shipment notification deadline. Include your order number and clear photographs of the affected product, shipping label, and inner and outer packaging. Retain the affected product and packaging while the claim is reviewed. We will replace the affected items at no additional cost. If replacements are unavailable, we will refund those items. Cosmetic damage to outer packaging alone is not covered when the product and its seal remain intact.

Testing and Shipping Costs

Customers are responsible for laboratory testing and retesting charges and the cost of sending samples to a laboratory, unless we agree otherwise in writing. Altrapure pays the shipping cost of approved replacement shipments. Additional shipping charges may apply when resending an order returned because of a customer address error, refusal, or failure to collect it.

Replacements and Refunds

For quality claims, we may choose replacement or refund based on the nature and extent of the issue. Approved replacements include shipping at no additional charge. Do not return products unless we provide return instructions. Contact us through the shop's customer-support channel with your order number and supporting evidence.