

# Refund Policy

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At Jivanu Therapeutics Pvt. Ltd., we are committed to maintaining the highest standards of service across our microbiome-based offerings. Due to the customized, biological, and analytical nature of our services, refund eligibility is assessed carefully and in accordance with regulatory, operational, and scientific considerations.

Refund requests, if any, are evaluated on a case-by-case basis and are subject to the specific service purchased. Certain biological collection kits, consumables, or microbiome analyses may not be eligible for return or refund once dispatched, used, or processed, as such services involve irreversible handling and laboratory workflows.

By placing an order, you acknowledge and agree that once biological samples have been collected, processed, or analyzed, the associated services may no longer be cancellable or refundable, except where required by applicable law.

For billing-related inquiries or to submit a refund request, please contact our support team via the [Contact Us](#) page with relevant order details.

## Company

Team

Careers

Contact

## Legal

Privacy Policy

Terms of Service

Refund Policy

## Platforms

Jivanu

Atlas™

ReBiome™

NovaBiome™