

# Return & Refund Policy

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## **Cancellation:**

You can cancel your Subscription(s) at any time. Please note that you must cancel your subscription(s) before it renews for a subsequent month in order to avoid being charged for the next month's Subscription fee. If you cancel your Subscription, the cancellation will become effective at the end of the then-current monthly Subscription period.

## **Refunds (if applicable):**

Currently, we do not offer refunds or exchanges except when a mistake or defect is made by us. You can send an e-mail to [support@thryveinside.com](mailto:support@thryveinside.com) to request a refund and we will determine whether or not you are eligible. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next, contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [support@thryveinside.com](mailto:support@thryveinside.com).

## **Exchanges:**

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [support@thryveinside.com](mailto:support@thryveinside.com) and send your item to: Quantbiome, Inc. (DBA Thryve), 1475 Veterans Blvd., Redwood City, CA 94063, United States.

## **Shipping:**

If you are eligible for a refund, you can mail your return to us at: Quantbiome, Inc. (DBA Thryve), 1475 Veterans Blvd., Redwood City, CA 94063, United States.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.