

Shipping & Returns Policy

Effective Date: August 5, 2026

At **PepRally Research**, we are committed to providing fast, reliable service and high-quality products. Please review our Shipping & Returns Policy before placing your order.

Shipping

- We make every effort to process and ship orders within **one (1) business day** after confirmed payment is received. Orders placed on weekends or holidays will be processed on the next business day.
 - Orders are shipped via **USPS** unless otherwise specified.
 - Once an order has been accepted by the shipping carrier, delivery times are the responsibility of the carrier. PepRally Research is not responsible for delays, lost packages, or delivery errors caused by USPS or other shipping providers.
 - Customers are responsible for providing accurate shipping information at checkout. PepRally Research is not responsible for orders delayed or returned due to incorrect or incomplete addresses.
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Returns

Due to the nature of our **Research Use Only** products, **all sales are final**, and products **cannot be returned** once they have been shipped.

Refunds

Refund requests are reviewed on a **case-by-case basis**. While we do not guarantee refunds, we are committed to treating every customer fairly.

Refunds or replacements may be considered in situations such as:

- Products damaged during shipping
- Incorrect items shipped
- Orders not received due to an error on our part

To request assistance, please contact us within **48 hours** of receiving your order. Photographs of damaged or incorrect items may be required to help us evaluate your request.

Customer Satisfaction

Your satisfaction is important to us. If you experience any issue with your order, we encourage you to contact our customer service team. We are committed to working with you in good faith to resolve concerns promptly and fairly.

Contact Us

If you have any questions regarding shipping, returns, or your order, please contact us:

PepRally Research

Email: peprallyresearch@gmail.com

Phone: (214) 600-5585