

No refunds on online purchases:

We thank you for choosing StageZero for your testing needs.

Kindly note, we are not able to accept returns on testing kits purchased from remotecovidtesting.ca as these are medical devices. Our testing kits are approved by the FDA and Health Canada under EUA for use in both the USA and Canada and can be used outbound to any destination accepting a saliva-PCR test.

No refunds on delayed samples:

Delays in receiving test results due to shipping or weather issues are outside of our control. We are not responsible for FedEx shipping delays. We are also not responsible for changes in travel plans due to test delays. We do not provide compensation for cancelled flights or hotel fees.