



MicroGEM Policies



Upper Wright Valley, Ross Sea Region - Antarctica
Source of MicroGEM 's culture collection

Online orders are accepted via our product page at www.microgembio.com. We accept Visa, Mastercard, American Express and Discover cards.

You may also place an online order using your MicroGEM account. Contact accounts@microgembio.com for information about establishing an account.

All orders will be shipped using a recognised, secure shipping provider such as UPS, Federal Express Ground Shipping or DHL. Should you wish to use your own courier, please contact us directly to arrange this prior to placing any order.

Should you wish to cancel or amend your order you can do so at any time prior to the items being shipped by contacting us at sales@microgembio.com quoting your order reference. Once the items have been passed to our courier and shipped, we are no longer able to make any changes or cancel an order. No cancellation or amendment is valid until accepted and acknowledged by MicroGEM. Where an order is cancelled or amended:

- Any refund will be made to the original payment card or account.
- Any increase in order price as a result of the amendment must be paid in full prior to shipping.

For more information on our sales and warranty policies, see our Terms and Conditions of Sale.