

What's My Fertility Refund Policy

In principle, What's My Fertility (WMF) issues refunds for services that have not been provided. If you need to cancel your order and receive a refund, please contact us as soon as possible at 646-712-9617 during regular business hours or at info@whatsmyfertility.com.

A full refund is issued to users who cancel their orders before laboratory test prescriptions are generated. For users who elected to upload their own laboratory test results, a full refund is issued if users cancel their order before they upload the test results.

Refunds requested after these steps may be eligible for a partial refund, based on which services have already been used by each user. Once a fertility prediction is generated by our physicians, cancellations are not accepted, and users will not be eligible for refunds.

Refunds will be issued within 14 business days from the date of the cancellation, to the same credit card account used for the original order.