



BIOCHEMISTRY AND GENETICS BRANCH
LABORATORY SERVICES
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Changes to the Department of State Health Services (DSHS) Return Policy for Paid Newborn Screening Specimen Collection Kits

Effective January 1, 2016 only newborn screening specimen collection kits that are thought to be defective may be returned.

Title 25 of the Texas Administrative Code, Part 1, Chapter 37 (Newborn Screening Specimen Collection Kits), Subchapter D, Rule § 37.55 (b) (6) returned specimen collection kits reads as follows:

“(6) Returned specimen collection kits: if the purchaser believes a kit(s) is defective, purchaser should immediately contact the department’s laboratory in Austin. Kit(s) which are verified to be defective by the department can be returned for credit for future kit orders, as directed by the department.”

Credits toward future kit purchases will not be allowed for any other reason.

The DSHS Laboratory Services Section does not have the authority under § 37.55 (b)(6) to provide refunds for any paid cards.