



1413 Pittsburgh Road, Valencia, PA 16059
888-822-7120 (412) 384-5060

Return Policy

At 1-Step Detect, customer satisfaction is important to us. However, due to the nature of our products, returns are handled on a case-by-case basis.

If you would like to request a return, **you must contact us directly** prior to returning any items. Unauthorized returns may not be accepted or processed.

The approval and process for any return will be determined based on the specific circumstances of each request, including the condition of the product, reason for return, and time elapsed since purchase. We reserve the right to deny any return that does not meet our return eligibility criteria.

To initiate a return request, please contact our customer service team at:

Phone: 412-384-5060

Email: info@1stepdtx.com