


Crystal Health Group

# Cancellation & Refund Policy

 <b>CRYSTAL</b> Health Group	Crystal Health Group <b>Cancellation &amp; Refund Policy</b>		
	Version	Approval Date	Review Date
	v02.02.18	February 2018	February 2020

## Purpose

The purpose of this cancellation and refund policy is to provide clarity and transparency to all parties involved in the testing process. The policy constitutes part of Crystal Health's standard terms and conditions.

## Scope

This policy covers services that have been organised and processed by Crystal Health personnel. This policy does not cover appointments that have been made directly between a sample collector and client. This policy covers testing services provided to;

- Private/Individual Clients
- Commercial Clients

And also;

- Cancellation of Service by the Service Provider

**All prices stated within this policy are subject to VAT at the current rate.**

## For Private/Individual Clients paying for services

### Appointments

It is standard policy for Crystal Health personnel to process the full cost of the testing service after confirming a sample collection appointment for private clients. This constitutes a formal order for the Crystal Health service requested.

Once this order has been processed cancellation and re arrangement fees will apply if required.

**PLEASE SEE CANCELLATION INFORMATION TABLE FOR RELEVANT FEES**

Please note: The period of time required to notify us of any cancellation does not include weekends or bank holidays and notification must be made between the hours of 9am and 5pm.

## Testing Kits

It is standard policy for Crystal Health to process a £20 deposit after confirming an order of any testing service by private clients which utilise a self-collection testing kit. This constitutes a formal order for the Crystal Health service requested.

## For Commercial and Group Bookings


The return of a completed 'Order Confirmation' form to Crystal Health (via email or hard copy) or an existing SLA that is in place, constitutes a formal order.

**Important:** The person signing the order confirmation/SLA is liable for all associated costs with the test ordered.

Please note: The period of time required to notify us of any cancellation does not include weekends or bank holidays and notification must be made between the hours of 9am and 5pm.

1. The total cost invoiced may be increased if the collection time exceeds the regular/allocated time frame for the appointments, due to any delays caused by the client/sample donors. This additional time will be charged at £50 per hour.
2. All payments for services are due no later than 30 days from the date of the invoice after testing services have been supplied.

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Appointment / Service type	Cancellation period			Non-conformity e.g. No ID, insufficient sample etc.
	Outside 48 hours	Within 48 hours	Within 24 hours including non-attendance	
Immediate Response (Call-out) drug and alcohol testing service.	£25 administration fee OR £25 re-arrangement fee	30% of test cost	50% of test cost (per person where applicable)	Full cost of test
All Medical Assessments.	£25 administration fee or £25 re-arrangement fee	30% of assessment cost	Full cost of assessment	Full cost of assessment
Medical Review services.	N/A	N/A	Full cost of review	N/A
All drug and alcohol tests.	£25 administration fee OR £25 re-arrangement fee	30% of test cost	50% of test cost (per person where applicable)	Full cost of test (per person where applicable)
All DNA tests.	£25 administration fee OR £25 re-arrangement fee	30% of test cost	50% of test cost (per person where applicable)	Full cost of test OR £50 re-arrangement fee

All prices exclusive of VAT

Kit type	Cancellation type				Return of faulty kit
	Cancel kit before dispatch	Cancel kit after dispatch	Cancel test before analysis commences in lab	Cancel test after analysis has commenced in lab	
All Home DNA Tests	No charge	Kit cost retained	£25 administration fee	Full cost of test	N/A
All IT DNA Tests	No charge	No charge	£25 administration fee	Full cost of test	N/A
Boots DNA Tests	Boots returns policy	Boots returns policy	£25 administration fee	Full cost of test	N/A
Home Drug testing kit	No charge	Cost of postage on return of kit	N/A	N/A	No charge on return of kit

All prices exclusive of VAT

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## Important notes


- The hours between 5.00pm on a Friday and 8.00am on a Monday, or those forming part of any UK bank holiday, will not be included/accepted as forming part of any notice period.
- 24 hour notice and non-attendance cancellation charges will apply when notification is received by Crystal Health Group on the same date the relevant appointment is scheduled or it is received after 5.00pm on the previous working day.
- Cancellation charges DO NOT apply, if orders cannot be fulfilled due to circumstances outside of the clients/ employers responsibility/control. However, proof must be provided of the circumstances that prevent the order from being fulfilled.
- Non-Conformity Reports: Full payment will apply to situations that result in the provision of a Non-Conformity Report for a sample donor undergoing a drug and alcohol test or for an individual attending a medical assessment.

## Polygraph Tests

All appointments are referred to the polygraph team and no fee is paid directly to Crystal Health Group. Please see cancellation and refund policy of British polygraph network for further information.

## Cancellation of Service by the Service Provider

- The Service Provider may cancel any agreement with the Client at any time before the Services are delivered or following delivery by giving written notice.
- On giving such notice the Service Provider shall within 7 days repay to the Client any sums paid in respect of the relevant Service Agreement subject to costs incurred by the Service Provider
- The Service Provider shall not be liable for any loss or damage whatever arising from such cancellation.
- The Service Provider reserves the right to make a charge to cover any administrative and laboratory procedures already performed prior to cancellation or that occur despite cancellation.
- Such charges are subject to change at the Service Provider's discretion

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## Version Control


It is the responsibility of each person to ensure they adhere to this policy. It is the responsibility of the Operations Manager to maintain and implement this policy.

Previous Version	Changes	Last Effective Date
NEW	• N/A	N/A

## Authorisation

Name Nichola Lawton Position Director

Signed  Date 05/02/2018

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# Compliance


## Verification of Achievement of Understanding

I \_\_\_\_\_ (name of employee),

Has read, understood and will comply with the following Crystal Health policy

## Cancellation & Refund Policy

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

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