

Terms and Conditions

Effective from: 1 July 2025 - Updated: 1 July 2025

These terms and conditions are an agreement between you and us - Everything Medical Ltd t/a All Checked Up (“All Checked Up/we/us/our”).

Please read them carefully as they affect your rights and liabilities under the law. By using this website (www.allcheckedup.co.uk) together with our “associated websites” (Full list below), when you order or book a product or service with us and using our services in general, you agree to these terms and conditions, our privacy, cookie and refund policy. We recommend that you print a copy of these Terms and Conditions for your future reference.

About Us

We are All Checked Up. All Checked Up is a trading name of Everything Medical Ltd. When we mention “All Checked Up/we/us” or “our” in these terms and conditions we are referring to Everything Medical Ltd, a company incorporated in England under number 12938949.

Our registered address: Forward House, 14 Duke Street, Macclesfield, Cheshire, England, SK11 6UR.
Our VAT registration number is 452 7715 81.

We are registered with the ICO: Information Commissioner's Office under the Data Protection Act. Our ICO registration number is ZB377165

Pharmacy regulation

We are a UK registered pharmacy. This means we are regulated by the General Pharmaceutical Council (GPhC). Our GPhC licence number is 9011960. The registered address for our pharmacy is: Forward House, 14 Duke Street, Macclesfield, Cheshire, England, SK11 6UR. We operate two brands: All Checked Up (Health Testing and Medical Clinics) and eShop Pharmacy (Online Doctor and Pharmacy). Both brands work together to provide you with the best possible primary healthcare experience. Some of our services provided may fall under a regulated activity and these services are provided under our eShop Pharmacy brand.

Our Pharmacists are fully licenced with the General Pharmaceutical Council (GPhC) and are governed by codes of professional ethics and conduct. You can view these professional conduct codes by visiting the General Pharmaceutical Council at <https://www.pharmacyregulation.org>

Contact Us

We make it easy for you to get in touch with us should you have any questions. You can contact us via the following methods:

- Telephone: 01625 568 188
- Email: hello@allcheckedup.co.uk or using the contact form on our website
- Live chat: Please use the widget located in the bottom right of the website screen
- WhatsApp: Add us on +441625 568 188
- Post: Forward House, 14 Duke Street, Macclesfield, Cheshire, England, SK11 6UR

About these terms

These terms and conditions govern the use of all of our products, services and the use of our website and applications. To make it easier, we have separated these terms and conditions into sections highlighting the different information depending on the products or services we provide to you. Some parts of these terms and conditions may not apply to you depending on the products or services you buy from us.

- Section 2 - Online orders: These terms and conditions apply to you when you order a self-collection home test or any other testing services ordered online and provided at your home
- Section 3 - In-clinic and Pharmacy services: These terms and conditions apply to you when you visit us at or have a service provided at one of our clinics

Additional policies and terms and conditions within this agreement:

- Section 1 - Website Terms of Use: These terms and conditions govern your use of our website and associated websites.
- Refund Policy – Provides information on your rights to a refund when ordering any of our products or services. Our refund policy is stated in each of relevant section(s) of these terms and conditions under the header 'Refund Policy' for Sections 2 and 4.
- Privacy Policy – Provides information how we use your data and your rights under the Data Protection Act
- Cookie Policy – Details the types of cookies we use

When we refer to our “terms and conditions” we collectively mean all of our terms and conditions and policies listed above.

We update our Terms and Policies from time to time, so please check them each time you interact with us, place an order or book a service with us to ensure that you are aware of any changes. Please see the top of this agreement for the date of the most recent update.

Section 1: Website Terms of Use

This website (www.allcheckedup.co.uk) and our other consumer facing platforms operated under our brands, including <https://app.allcheckedup.com> (collectively, our "sites") are provided to you free of charge for your personal use subject to these Terms. These Terms and Conditions also apply to translations of our sites. By using our sites, you also agree to our Privacy Policy and Cookie Policy

Our sites are controlled and operated from the United Kingdom and are subject to United Kingdom law. Our sites are intended for use by users and customers from the United Kingdom who can form legally binding contracts under applicable law, and thus, are not available to minors.

By using our sites you agree that:

- You are over 18 years old and legally capable of entering into binding contracts
- You will use the site for your personal use only.
- You will not use our sites for chain letters, junk mail, "spamming", solicitations (commercial or non-commercial) or bulk communications of any kind including but not limited to distribution lists to any person who has not given specific permission to be included in such a list. In addition, you agree not to create a hypertext link from any web site controlled by you or otherwise, to the sites without the express written permission of us.
- Not to pretend to be any other person or a representative of any entity, whether actual or fictitious, including an employee or agent of All Checked Up or any third party that provides services related to our sites.
- The content on the pages of this website is for your general information and use only and should not be relied upon as personal medical advice. All content and design on this website are subject to change without notice.
- You must not use our website: a) to access information which you have no legitimate reason for accessing; b) in a way which may interfere with the provision of our website to you or any other customer, including, without limitation, attempting to place orders in contravention of these terms and conditions or the law; c) If we reasonably believe you have misused our website, we may suspend or cancel your access to it and/or cancel any orders you have placed and charge an administration fee of £5;
- You acknowledge the content and information provided on this website may contain inaccuracies or errors and we do not accept any liability for such inaccuracies or errors, nor do we provide any guarantee or warranty as to the accuracy contained on this website.
- You should not rely upon the information on this website to make any decisions on a specific medical treatment or other health decision and this website does not constitute any form of personal medical advice or recommendations by us, and any reliance on the information provided on this website in which you make a decision is entirely at your own risk for which we shall have no liability

whatsoever. It is recommended you seek your own independent medical advice from a healthcare professional.

- The content and information displayed on our sites including, but not limited to, the design, layout, graphics, look, feel and its appearance are our property and are collectively referred to as “Our Information”. The downloading, reproduction, or re-transmission of Our Information, other than for non-commercial individual use, is strictly prohibited, except to the extent permitted with prior written consent by us
- The content of this website is protected by copyright, trademarks, database and other intellectual property rights. You may retrieve and display the content of this website on a computer screen, store such content in electronic form on disk (but not any server or other storage device connected to a network) or print one copy of such content for your own personal, non-commercial use, provided you keep intact all and any copyright and proprietary notices. You may not otherwise reproduce, modify, copy or distribute or use for commercial purposes any of the materials or content on this website without written permission from us.
- All trademarks reproduced on this website which is not our property or has not been licenced to us, is acknowledged and referenced accordingly.
- Misuse of this website is strictly prohibited and may give rise to criminal liability under the Computer Misuse Act 1990. You must not: (a) Knowingly introduce viruses, trojans, worms, logic bombs or other material which is malicious or technologically harmful. (b) Attempt to gain unauthorised access to our site, the server on which our website is stored or any server, computer or database connected to our site. In the event of any criminal activity or unauthorised access to our website, we will report this to the relevant law enforcement authorities and we reserve the right to disclose any information including identity of the user. In the event of such a breach, your right to use our website will cease immediately and any unauthorised use of this website may give rise to a claim for damages
- We do not guarantee that this website will be secure or free from bugs or viruses. You are responsible for configuring your information technology, computer programme and platform and you should use your own virus protection software. We will not be liable for any loss or damage caused by a distributed denial-of-service attack, viruses or any other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of our site or to your downloading of any material posted on it, or any website linked to it.
- This website contains links to other websites operated by third parties. These links are provided for signposting information, your convenience and general information only. We give no warranties or representations as to the accuracy or completeness of any information or content of those websites, nor do we endorse any content on them and we do not recommend any products or services they may offer. Access to any third-party website linked from this website is done so at your own risk.
- You may not frame our website, but you may link to its home page or any article published on it, but not any other page, providing: (a) you are the website owner or have the owner’s permission (b) it is done so in legal way which does not damage our brand or reputation in any way and; (c) such links

should not be interpreted as endorsement by us. We will not be liable for any loss or damage that may arise from your use of third-party websites which may link to this website.

- You agree to indemnify, defend and not to hold us nor any of our affiliated companies, shareholders, officers, directors, employees, agents or suppliers liable from any and all claims or demands which may be pursued by a third party as a result of your use of this website, through your password or otherwise, the violation of these terms and conditions by you, or the infringement by you of any intellectual property or other right of any other person or entity.
- Our Sites may provide you with the ability to use usernames, passwords, or other codes or devices to gain access to certain portions of our Sites (“access codes”). You are entirely responsible for maintaining the confidentiality of your access codes and for all activities that occur under your account. We reserve the right to immediately terminate your account in our sole discretion and without prior notice to you wherever there is a reason including, for example, if you violate any part of these Terms and Conditions or for any other reason although we are not obliged to provide a reason in the event we restrict you access to our site
- We may use the information you provide to us in accordance with our Privacy Policy
- The images in photographic or video form of the products on our website are for illustrative purposes only. Your Goods may vary slightly from those images but will contain the necessary goods for you to undertake the service required.
- The packaging of the Goods may vary from that shown in images on our website.
- With respect to all communications you make to us regarding Our Information including but not limited to feedback, questions, comments, suggestions and the like: (a) you shall have no right of confidentiality in your communications and we shall have no obligation to protect your communications from disclosure; (b) we shall be free to reproduce, use, disclose and distribute your communications to others without limitation; and (c) we shall be free to use any ideas, concepts, know-how, content or techniques contained in your communications for any purpose whatsoever, including but not limited to the development, production and marketing of products and services that incorporate such information.
- Neither we nor any other providers of products or services related to our sites are responsible for communication malfunctions, failures, or difficulties, or lost, stolen, or misdirected, transmissions, messages or entries, or the security of any such communications. Further, neither we nor any other provider of products or services related to our sites are responsible for incorrect or inaccurate entry information, whether caused by user(s) or by any of the equipment or programming associated with the Sites, or by any technical or human error that may occur in the processing of any information related to the Sites

Section 2: Online Orders

This section of our Terms and Conditions forms the basis of our contract with you when you order one of our self-collection home test kits including home visits for venous samples or any other testing services sold on our sites. Please read these terms and conditions carefully as it is legally binding.

We offer self-collection tests (“self-test(s)”) to screen for a range of health conditions and some cancers. Our self-tests offer a convenient and easy way to test at home. When you place an order with us online, we will send you out a test kit which contains everything you need to take a sample. You may need to take more than one sample, which will be made clear when you place your order. The sample(s) you need to provide will depend on the self-test(s) you order but it can be either a blood, stool or urine sample, more than one of these samples or all three. You will need to send your sample(s) back to our partner laboratories for them to analyse your sample(s) (“process/analyse”) and provide a result(s). Our laboratories may have certain requirements for them to be able to analyse your sample(s), so it is important to read the instructions in your test kit and these terms and conditions which will detail what you need to do.

1. General

By placing an order with us through our sites, over the phone or by any other means, you agree that:

1. You are over 18 years old and legally capable of entering into binding contracts
2. You are a resident in the United Kingdom or the Channel Islands (Isle of Man, Jersey or Guernsey)
3. The personal information which you are required to provide when you order with us is true, accurate, current, and complete in all respects; and you are not impersonating any other person or entity.
4. You will not register more than one account with us
5. You hold a valid debit or credit card in your own name
6. You are ordering the test for you, a family member or friend for personal use only and they are above the age of 18 years old
7. Our tests are not a substitute for emergency medical services or for diagnosing medical conditions

2. Placing your order with us

1. By purchasing a self-test(s), you agree to the purchase on the terms and conditions set out in your order, these terms and conditions and our privacy policy.
2. We will send a test kit (the product) out to you for you to undertake your self-test. You agree our obligation to you is the delivery of the test kit. It is your responsibility to send your sample back to our laboratory for analysis in accordance with the process and timeframes specified in Section 6 below. You agree our contractual obligation under these terms and conditions to provide the test results (the service) starts when your sample is booked in at the laboratory as provided in Section 7.
3. You can browse the shop on our sites to select and order your self-test. Our sites will provide information on the type of self-test, what sample is required and what is included. We make every

effort to include all relevant details to help you make an informed decision on which self-test test is right for you. If you have any specific questions about any of our self-test tests we offer, you should contact us before making your purchase.

4. We cannot offer any medical advice or advice on which self-test is suitable for you. You should seek medical advice from a registered medical professional such as your Doctor, GP or you can make a booking to speak with one of our Clinical Pharmacists at an additional cost.
5. You can make a purchase for one or more of our self-tests online in one order. However, if you are ordering a self-test for more than one patient, you should make a separate order for each patient (ie. One order per patient). Each order can have multiple self-tests for the same patient.
6. You are required to provide valid and accurate details of the person who will be taking the test when placing your order. The minimum details required include: first name, last name, date of birth and gender (gender at birth) of the person who will be taking the test (the "patient").
7. The patient must be over the age of 18 years at the time the order is placed.
8. You will be required to provide a valid email address with your order for us to be able to contact you if we have any questions about your order, provide updates to you about your order and so we can the test results. It is your responsibility to ensure that this email address is correct and the patient has consented for their results to be sent to this email address.
9. We recommend that you add our sites domain names (allcheckedup.co.uk and allcheckedupemail.co.uk) to your safe senders list to make sure you receive email communications from us.
10. Ordering multiple self-tests and/or more than one of the same self-test in the same order, will be linked to the patient details provided in that order.
11. We will not independently verify the details of the patient you give to us so it is it's important that the patient details you provide to us are accurate, correct and match the personal details of the person who will be taking the test. This is because these details will be used to register the self-test with the laboratory and must match the details on the labelled sample.
12. You will be required to provide a valid shipping address in the United Kingdom. This will be the address where we send the self-test. We will not independently verify the address you enter so it is important you double check the shipping address before submitting your order. We recommend you use the address look-up function provided on the checkout page. If you incorrectly enter the shipping address or would like to change your shipping address, you can do so at any time up until we dispatch your order (definition provided below) by contacting us. You cannot change your shipping address once your order has been dispatched.
13. Although not required, we recommend you provide a valid contact telephone number just in case we may need to contact you about your order.
14. Once you have placed your order, we will send you an order confirmation email confirming your order is being processed with an order number, at which point, a contract will come into existence between you and us.
15. Providing we do not put your order on hold for reasons stated in Sections 16 – 18 below, we aim to confirm acceptance of and process your order by the end of the third working day (for avoidance of

doubt this excludes weekends and bank holidays) from the date in your order confirmation email. However, most orders are usually processed the same working day if you place your order before 15:30 GMT or the prevailing daylight saving time on a Monday to Friday, or 10:30 GMT or the prevailing daylight saving time on a Saturday during official working days. We do not process orders on bank holidays or Sundays.

16. For avoidance of doubt, processing your order means the dispatch of the test kit required for the self-test(s).

17. During the processing stage, we will check the details you have provided. We may need put your order on hold before being accepting it if we require more information to process your order.

Common reasons why we may place your order on hold include:

- You do not provide a valid shipping address in the United Kingdom
- You do not provide the minimum required details for the patient
- The patient is below the age of 18 years old or the date of birth appears to be incorrect
- The email address you provide is not valid
- If we need more information about the test you have ordered (for example if you have ordered a female only test but the patient gender was selected as male)
- You have ordered more than one of the same test, we may want to confirm with you if this is for the same patient.
- Any other information we reasonably require to process your order

18. If we place your order on hold, we will send you an email explaining our reason. If we require more information from you before being able to process your order, we will hold your order for 7 working days from the date of our email for you to respond. If we do not receive a response within this time, and are not able to process your order, we reserve the right to cancel your order and refund you to the card provided minus a £5 administration fee.

19. We may in certain circumstances, hold back your order if we just want to double check any of the information you have provided to us to ensure your order runs smoothly. For example, we might just want to double check the shipping address, or if you have ordered more than one of the same tests, we may want to confirm with you if this is for the same patient. We will send you an email explaining the information we want to double check. Because we can still process your order, if we do not receive a reply after 24 hours, we will process your order based on the details you have provided.

20. We reserve the right to cancel your order in line Section 2, Clause 11.9 of these terms and conditions ("Our right to cancel") in which case we will be unable to accept your order.

21. If we are unable to accept your order, we will inform you of our reason via email and refund you in full. Reasons why we may not be able to accept your order include but not limited to: the self-collection test kit required for the self-test is out of stock, because of unexpected limits on our resources which we could not reasonably plan for, because we have identified an error in the price or description of the self-test, because you are not eligible to place an order under these terms and conditions, because we are unable to meet a deadline you have specified, you or the patient are in breach or have previously been in breach of these terms and conditions, your account is locked,

closed or suspended, you have refused to accept the terms of our Privacy Policy or you have or previously requested us not to process your data.

22. If we accept your order we will send you an email confirming that we have processed your order and your order has been dispatched with the expected delivery time. (Please see Delivery for further information).

3. Pricing and payments

1. We accept all major credit and debit cards including American Express. You must be the cardholder or have the cardholder's permission when making your purchase. We may also need to use extra security steps via a 3D secure service such as Verified by Visa.
2. You are responsible for ensuring you enter valid payment details on our sites or over the phone. We reserve the right to refuse your order where we suspect a fraudulent transaction. If your payment fails, we will always try to contact you to resolve any payment issues and keep your order details pending payment.
3. Your order will not be deemed to have been confirmed until full payment is received. We will not process, accept or dispatch your order until we have received full payment. Full payment must be made before the laboratory processes your sample(s) for analysis. In the unlikely event, the laboratory has already processed or booked in your sample(s) and payment has not been received, you agree we may withhold your test result until full payment is received.
4. We list all prices on our website in British Pound Sterling / GBP (£). All our prices include VAT unless stated otherwise and will be confirmed to you before you place your order. We endeavour that all our prices are accurate and up to date but if there is a pricing error, and you are charged more, we will refund the difference to you by the payment method originally provided; and if you are charged less, we will contact you to arrange for the additional payment or reserve the right to cancel your order.
5. Our prices may change from time to time, but changes will not affect any existing order we have accepted.
6. In the event of a dispute with the payment provider, such as a chargeback, you agree that we can provide your personal details, including test results to the merchant provider/card provider as part of any response to such dispute. For example, to show that a test result has been provided.

4. Delivery

1. Once your order has been accepted and processed by us, we will dispatch your test kit to the shipping address you provided in your order. We reserve the right to require you to present a valid form of ID on delivery (e.g. passport or driving licence).
2. We only deliver to addresses in the United Kingdom including the Channel Islands (Isle of Man, Jersey and Guernsey).
3. You can also have your test kit sent to a local participating Post Office or Parcel store ("Collection store") for you to collect (collectively called "Click and Collect"). It is up to you to select the correct Collection store at checkout.

4. If there are multiple orders at the same address, we reserve the right to send all orders together in one parcel with each order individually packaged.
5. We aim to deliver your test kit as soon as possible, but we cannot guarantee specific timeframes. Estimated delivery dates vary depending on the shipping option you selected. Any delivery date that we notify to you during the order process is only an estimate and you accept that the actual delivery date will depend on a range of factors. If we are unable to meet the estimated delivery date, we will notify you and provide a new estimated delivery date.
6. We will not take responsibility for any delays caused by couriers in delivering your order.
7. We usually send orders by Royal Mail; however we reserve the right to use other couriers from time to time. This will not affect the cost of any delivery charges you may have paid.
8. We offer several shipping options when you place your order. Estimated delivery times start from the date we dispatch your order. This date will be provided in the email confirmation we send you when we have accepted and processed your order. The current delivery options we offer with their corresponding standard estimated delivery timeframe include:
 - a. Royal Mail Tracked 48 – Estimated delivery timeframe will be within 2 - 3 working days from the date of dispatch of your order, but may take up to 7 working days (“Maximum delivery period”) for it to be delivered.
 - b. Royal Mail Tracked 24 – Estimated delivery timeframe will be within 1 - 2 working days from the date of dispatch of your order, but may take up to 5 working days (“Maximum delivery period”) for it to be delivered.
 - c. Special Delivery Guaranteed including Click and Collect – Estimated delivery timeframe will be by the end of the next working day (“Maximum delivery period”) from the date of dispatch of your order.
9. The estimated delivery dates do not apply to the following delivery postcodes: BT, GY, HS, IM, JE, KW, PA60-75, PA78, PH30, PH41-PH44 and ZE2-ZE3. Orders to these postcodes may incur an additional 3-4 working days in addition to the standard estimated delivery timeframe for Royal Mail Tracked 24 and 48 and 1-3 working days for Special Delivery Guaranteed option.
10. For avoidance of doubt, working day means Monday to Friday and excludes weekends and bank/public holidays.
11. Some delivery options such as our Special Delivery Guaranteed option will require someone to be in to sign for your order. Please make sure there is someone available to take delivery of your order.
12. For Click and Collect delivery option, you will be required to show identification in order to collect your order. You agree that you will provide the relevant identification as required by the participating Collection store.
13. If your order is returned to us, as you were not at home to receive it, it was refused, you did not collect it within the required timeframe from a collection point, the address was inaccessible or for any other reason, we will endeavour to contact you by email to inform you and offer you the option for us to re-dispatch your order. If you do not respond to us or you do not want it re-delivered, providing you are within the Cooling Off period (As provided below), we will refund you in-line with our refund policy (See below) minus the cost of the test kit and the postage which will be the higher

of £4 or the actual cost of the postage up to a maximum of £15. If you would like us to re-dispatch your order you agree to pay us the cost of the postage to re-send your order out to you which will be:

- a. £4 for Royal Mail Tracked 48
- b. £5 for Royal Mail Tracked 24
- c. £9 for Special Delivery Guaranteed

14. In the event that your order does not arrive within the Maximum delivery period for the delivery option you have selected, you may request for us to start an investigation with the courier into the delay of your order. Investigations may take up to 5 working days. In the meantime, we will send you out a new test kit free of charge and only after the Maximum delivery period for the delivery option you have selected having expired. In the event that your original test kit is delivered, you agree that you will return this to us or we may reserve the right to charge you the cost of another test kit.
15. We accept no liability for losses, financial or otherwise, incurred by delayed delivery of test kits.
16. This section does not apply to you if you have already obtained a test kit from a retail store, trade show or other source and have opted out of receiving a test kit.

5. Taking your sample

1. Our tests require you to take a self-collection sample and to send your sample back to our laboratory for testing/analysis so that we can provide a test result. You can take your sample using the components in the test kit we provide to you with your order. The type of sample that you need to take will depend on the test you have ordered. In line with Clause 2.3, we will provide all information about what sample type is required for each corresponding test before you order and it is your responsibility to ensure you have made an informed decision that you are happy to provide the sample type required for the corresponding test before you have order. Generally you will be required to provide a blood, stool, urine, vaginal or oral swab sample - more than one of these samples or all of them. For tests requiring a blood sample, you can either choose to take your sample yourself using our self-collection test kits (called a “capillary sample”) or have a qualified healthcare professional take your blood sample for you (called a “venous sample”). If you have chosen a capillary blood sample we will send you a capillary blood test kit and if you choose to have a venous sample, we will send you a venous sample kit (If you wanted to go to a local third-party clinic and they require us to provide a kit) or no kit if you use our home visit service (see Section 6) or you come in to one of our own clinics.
2. Once your test kit(s) have arrived, please make sure you have everything required to take your sample. Our test kit(s) are UKCA marked and are sealed on arrival. You should ensure that you have the following components: a sample collection device (this will vary depending on the test you are doing such as a SST/EDTA blood capillary vial, stool collection container, urine collection tube, oral or vaginal swab), sticker to label your sample or with barcode, test request/electronic request form, instructions, return mailing bag labelled UN3373 and with a pre-paid return postage. For blood collection sample kits: 3 x lancets, 1 x plaster, 1 x alcohol swab. If any of the required components are missing, please contact us and we will be happy to send you another test kit free of charge.

3. You must read and follow in full all instructions and collection protocols provided in the test kit. If you do not do so, the results of the test may be incomplete, inaccurate or the lab may not be able to process your sample.
4. You should make sure you provide a sufficient amount of sample for analysis. The minimum sample required will be provided in the instructions, but for example, for capillary blood samples, this is generally a minimum of 600 u/L. If you do not provide a sufficient amount of sample for the laboratory to test and analyse your sample (Insufficient sample), you will need to order a new test kit and you will not be entitled to a refund. This does not apply if you have chosen a venous sample collection.
5. For self-collection capillary blood tests, you agree and understand the process of taking a capillary blood test via a finger prick and have watched our video. You agree that not collecting enough blood, not using the correct technique, delaying sending your sample to the lab are several reasons why your sample can not be tested (also known as haemolysed or insufficient sample).
6. If you are unable to provide a sufficient amount of sample, please contact us as we can provide help and advice such as coming in to our clinic or arranging for a healthcare professional to visit you to take your sample (venous collection sample)
7. Each test kit has an expiry date which can be found usually on the back of the test kit. This is generally sixty (60) days but may vary. You are responsible for ensuring that you are aware of the expiry date that applies to your test kit. We will endeavour to send you a test kit with a minimum of sixty (60) days left until expiry from the date of your order confirmation email. You must send your sample back to our laboratory at least seven (7) days prior to the expiry date of your test kit in order to allow us sufficient time to process and analyse your sample. You agree that:
 - a. Our laboratory will not analyse your sample if it is received after the expiry date
 - b. Our laboratory will endeavour to process/analyse your sample if it is received within seven (7) days prior to the expiry date of the test kit, however the laboratory will have no obligation to process/analyse your sample before the expiry date
8. If we provide you with a test kit that has sixty (60) days or less from the date of your order confirmation email until it expires and our laboratory can not analyse your sample in line with Clause 7 (a) and 7 (b) above, then we will provide you with a new test kit free of charge. If we provided you with a test kit that has sixty one (61) days or more from the date of your order confirmation email until it expires and our laboratory can not analyse your sample in line with Clause 7 (a) and 7 (b) above, you will need to place a new order and no refund will be due to you.
9. You should post your sample back to the laboratory (before the last collection time) the same day that you take it to avoid any delays between taking your sample and sending it back to the laboratory. We advise that you should take your sample on a Monday to Friday and avoid taking your sample on a weekend or bank holiday. This is because, samples will have a certain stability period (in most cases this is between 3 to 7 days from the date the sample is taken but varies between the test ordered) and if your sample is received outside this verified stability period, the laboratory will be unable to test your sample. If your sample can not be tested by the laboratory because you have delayed sending back your sample, such as sending your sample back over a

weekend, bank holiday or not on the same day that you took it, you will need to order a new test kit and you will not be entitled to a refund.

10. You must ensure your sample is secured so that it does not leak out during transit. If your sample does leak out and the laboratory cannot process or analyse your sample, you will need to order again and you will not be entitled to a refund.
11. Once you have taken your sample, you must send back your sample correctly in line with Clause 7.

6. Home visits and venous sample collections

1. For samples requiring blood samples, you can choose to have a qualified healthcare professional take your blood sample for you (called a “venous sample”) rather than collecting it yourself known as capillary sample. This section, applies when you choose a venous sample collection.
2. We offer a number of flexible options for you to take obtain a venous sample, you can:
 - a. Arrange to attend one of our clinics. If you chose this option, Section 3 of our terms and conditions will also apply.
 - b. Book in for a healthcare professional to visit you, this can either be at your home, work or any address in England, Scotland or Wales.
 - c. Arrange to visit a third-party clinic. If you chose this option, this will be for you to arrange and we will have no obligation for service provided by them. The fee you pay to the third-party clinic is in addition to the charges payable to us for analyse of the sample.

Attending one of our clinics

3. If you have already ordered a self-collect test capillary sample, you can choose to attend one of clinics for a venous sample collection at any time up until you send back your sample back to our laboratory. There may be an additional charge between the price difference from our self-collection test and our in-person in clinic tests. You can book in at either one of clinics by contacting us. You will not need another test kit or your original test kit.

Home visit

4. You can choose to have a qualified healthcare professional (herein “HP”) visit you at your home, work or any address in England, Scotland or Wales to take a venous collection (herein “Home Visit”).
5. This service is provided by a third-party and you agree that we may share your contact details with them for them to carry out the Home Visit.
6. You can choose this option at any time up until you send back your sample back to our laboratory.
7. You can book in for a home visit by contacting us. There is an additional charge for this service which will be confirmed when you make your booking.
8. You will not need another test kit or your original test kit but you will need to keep your test request form and send back your request form with your sample.

9. You will need to provide an address for where you want the HP to attend to take your venous sample (herein "Attendance Address"), together with a valid telephone number for them to contact you to make arrangements to visit you.
10. The HP operates their own diary and will contact you on the telephone number provided to make arrangements to visit you at a convenient time for you and them.
11. You will need to pay the additional charge for the Home Visit (herein "Home Visit Charge") before we arrange for a HP to contact you.
12. Home Visits may be cancelled or rearranged by providing a minimum of 48 hours before the visit. If you are not present at the Attendance Address, or provide less than 48 hours cancellation notice, you will not be entitled to a refund of the Home Visit Charge and you will need to pay again if you would like to re-book.
13. We accept no liability for losses, financial or otherwise, incurred by the service provided for the Home Visit.
14. If the laboratory is unable to analyse the sample due to an insufficient amount of sample, the sample is delayed or the sample haemolyses, then we will arrange for a new Home Visit free of charge.

Third party clinic

15. You have the option to arrange for your own venous sample collection by using a third-party clinic or service.
16. We accept no liability for losses, financial or otherwise, incurred by the service provided by the third party clinic or service.
17. The third-party clinic or service may require you to provide a venous sample collection kit. If this is the case, we can provide this for you at no additional charge. You can contact us to arrange for a venous sample collection kit to be sent to you to the shipping address in your order.
18. It is your responsibility to ensure your sample is labelled and sent back correctly in line with Clause 7, that the third party clinic or service provides a sufficient amount of sample for analysis, the sample is not delayed in sending back to the laboratory and that the sample does not haemolyses. If the laboratory cannot analyse or process your sample because of a problem with the sample itself, the labelling, form or registration we reserve the right to cancel the contract and no refund will be due to you.

7. Sending your sample back

1. You must register your test kit using our website. This is so we know who is taking the test and email address where we can send the test results. You may be required to set an account up when you register your test. The minimum required details you must provide for the patient ("minimum required patient details") include: First Name, Last Name, Date of Birth and Gender. If you do not register your test kit, our laboratory may not be able to test your sample and you will not be entitled

to a refund. If you do not provide an email address we will not be able to report the test results to you. If you have provided the minimum required patient details prior to your order, we will endeavour to register the test kit for you and provide a pre-completed test request form to you with your test kit.

2. Once your sample has been collected using the test kit and/or from venous sample collection, you must make sure you label your sample with the patient's First Name, Last Name and Date of Birth or alternatively with the barcode label provided with some test kits. In any case, your sample must be labelled. When labelling your sample, this must match the patient details when you registered your test kit and on the test request form. You must also make sure you complete in full the electronic/test request form provided with your test kit. We usually print this form on yellow paper but this is not always the case. The test request form is important as it informs the laboratory what test is required. The test request form must contain (at the minimum) the patient's First Name, Last Name, Date of Birth, Gender and Sample Date (the "minimum required details for the test request form"). If you have provided the minimum required patient details prior to your order, we will endeavour to provide you with a pre-completed test request form with your test kit and you will just need to complete the Sample Date. These details must match the patient's details on your labelled sample.
3. We trust that the patient details you provide are honest and accurate and you agree that the details noted on the labelled sample and the test request form or details provided when registering the test kit are the correct personal details for the person who has actually taken the sample. We cannot accept liability for any inaccurate information provided on the labelled sample and/or the test request form or details provided when registering the test kit.
4. Your test kit will have a pre-paid postage back to the laboratory. You should make a note of the tracking reference number on the pre-paid postage (usually ending GB). This is to make sure that you can track your sample back to the laboratory. You can post your sample at any post box at a sorting office or post office. You can also drop your sample off directly at the laboratory or at our one of our clinics. Your sample should be delivered back to the laboratory within 5 working days (excluding weekends and bank holidays). If your sample has not been delivered within this timeframe and you can provide the tracking reference number, we will deem your test kit has been lost in transit and we will send you a new test kit free of charge. If you cannot provide the tracking reference number and your sample has not been delivered back to the laboratory within 5 working days (excluding weekends and bank holidays) then you will need to order again and no refund will be due to you
5. You cannot make changes to sample label or the enclosed test request form once sent to us.
6. You acknowledge and agree that our laboratory will be unable to analyse incorrectly or unlabelled samples or where there is an incomplete or incorrectly filled test request form, or where the patient details on the test request form does not match the details on the labelled sample and/or when the test kit has not been registered. If our laboratory is unable to analyse or process your sample because of a problem with the sample label, form or registration in line with this Section, we reserve the right to cancel the contract in accordance with section xx and no refund will be due to you.

8. Testing and reporting of results

1. When your sample is returned and delivered back to our laboratory it will be checked to make sure it is labelled correctly, it has been registered and the test request form has been returned. Once the sample has been checked, it will be booked in.
2. By sending back your sample to the laboratory you agree that you are requesting us to analyse your sample and you will lose any rights you may have to cancel this contract under during the Cooling Off Period and will not be entitled to a refund. See Clause 11 for more details.
3. If the sample is not returned with the test request form, your sample can not be booked in and we will not be notified by the laboratory that your sample has been returned but without a test request form. This is because the test request form informs the laboratory where the sample has been ordered from.
4. You should contact us if we have not notified you that your sample has been booked in but if you have sent back your sample and it has been delivered and/or it has been longer than 3 working days. We will endeavour to follow up with the laboratory to find out the reason for any delay.
5. The laboratory will endeavour to analyse samples as soon as possible. Turnaround times for analysis of sample and providing the test results to us will vary depending on the test requested. In all cases, the laboratory will endeavour to provide test results within 7 working days from receipt of your sample ("Laboratory turnaround time")
6. We will ensure that your sample is analysed by UKAS registered laboratories. We reserve the right to use a number of different laboratories providing they are appropriately registered.
7. You acknowledge that test results depend to a significant degree on the quality of the sample provided by you. If you do not comply fully with all instructions and collection protocols provided in the test kit, it is possible that an incomplete or inaccurate test result may occur. We accept no liability for the accuracy of test results.
8. If our laboratory is unable to carry out the analysis of your sample because of a problem with the sample arising from your failure to observe the applicable instructions and collection protocols as provided in Clause 5 and Clause 7, you will need to order a new test kit and you will not be entitled to a refund as provided in Clause 11.6.
9. Once your sample has been analysed by the laboratory they will send us the test results. Your test result is manually reviewed by a member of our healthcare team before being sent to you. We may provide a clinical comment explaining your test results and any recommended follow up action that may be required. You acknowledge this clinical comment/report provides health insights only and is not intended to be used for the diagnosis of a medical condition without access to your full medical records. It is prepared solely on the basis of your sample and the test result for that individual test that we have provided. It does not take into account any other test results you may have had through another party. The clinical comment/report therefore does not and cannot replace proper medical care or GP consultations. If you require medical advice or full interpretation, you should speak with your GP or you can book in to speak with one of our Pharmacists or Clinical Pharmacists. This service is not included in your order and provided separately.

10. You acknowledge if inaccurate or misleading information or details are provided about the patient in line with Clause 7.3, this may result in an inaccurate test result, incomplete or inaccurate clinical comment/report.
11. You acknowledge it may take a further 3 working days from the Laboratory turnaround time for us to provide a clinical comment/report.
12. We will send your test result to the email address you provided when you placed your order with us. This email will ask you to click a secure link where you will need to enter your date of birth (which will be the date of birth also provided in your order) to access your online account and view your test result with clinical comment/If we do not have a valid email address, we will not be able to send your test result. We may send an SMS text message requesting you contact us if we have your mobile telephone number and we are unable to deliver your test results.
13. You agree that you have provided an accurate and valid email address that is only accessible by you and/or by someone you provide permission to access your results on your behalf. We will not accept any liability for loss, financial or otherwise, for test results going to an incorrect or invalid email address provided by you.
14. You acknowledge that some emails may go into junk or spam. We encourage you to add our email address clinic@allcheckedupemail.co.uk to your safe senders list to ensure you receive our emails and to avoid delays in receiving your test results.
15. You acknowledge that the date of birth and email address provided in your order is accurate for you to be able access your test results. We accept no liability for any delay in you being able to access your test results as a result of an incorrect date of birth and/or email address or where you cannot receive emails from us.
16. You acknowledge the test result is limited to the provision of the clinical comment/report and we do not offer diagnosis, medical investigations, treatment or follow-up advice or consultations based on the test order and subsequent test results and clinical comment/report. Subject to our Terms and Conditions set out below, you may be able to purchase treatment including consultations through other services we provide, but this will be separate and is not included in your order. You are solely responsible for reading, drawing conclusions from and acting appropriately on the test results provided, including seeking medical care if needed and you are solely responsible for acting on any matter that we flag as requiring further medical consultation in the clinical comment/report.
17. You agree our tests are for information purposes only and should NOT be used for the purposes of discovering the presence, cause or extent of disease, disorder or injury. Our tests may provide a guide to help you understand your health but do not, and are not intended to, constitute a clinical diagnosis nor should be used as the basis for any care or treatment. You agree that our tests are not a substitute for proper medical investigation and advice and we do not provide clinical or diagnostic services in relation to the tests we offer. We accept no liability as a result another medical professional, such as your GP or Doctor, does not use the test result provided by us.

9. Gift cards, discounts and promotions

1. Promotional offers and discount codes may be restricted to use by certain patients and/or on specific services and we reserve the right to cancel, modify or restrict these offers at any time for any reason and without notice to you.
2. Promotional offers and discount codes may not be shared, sold or exchanged. Promotional offers and discount codes from unauthorised internet postings are not valid and may be declined. We reserve the right (in our sole discretion) to decline orders or cancel orders placed with unauthorised promotional offers and discount codes
3. Gift cards are delivered electronically to the email address provided on the order. Please keep a copy of your order confirmation in the event you do not receive your Gift Card by email, we will be happy to send this again. If you do not have your order confirmation/proof of payment, you will need to purchase a new gift card.
4. You are free to forward this to whoever you wish to, but we accept no liability for any loss as a result of you sharing the gift card with someone else. Any orders made with a gift card, will be subject to these terms and conditions as if the order was paid without the gift card.
5. You can use a Gift Card as full or part payment for goods purchased in exclusively on our website or by telephone orders only.
6. All gift cards are valid for 18 months from the date of purchase. Any remaining balance after this period will be forfeited as unused funds are non-refundable
7. Gift cards are issued in GBP. They cannot be redeemed in other currencies or regions. The Gift Card cannot be exchanged for cash. No change or refund will be given. We cannot accept responsibility for your Gift card if it is lost, stolen or damaged. It will not be replaced or its value refunded in any of these circumstances.
8. The Gift Card remains the property of us and is not a cheque guarantee, credit or charge card. You cannot buy a Gift Card with another Gift Card or an e-voucher.
9. The value of your purchases will be deducted from the balance on your Gift Card; any remaining balance can be used against future purchases. If the purchase amount exceeds the gift card balance, the difference must be paid using another accepted payment method.

10. Treatments

1. We may offer you the option to purchase and request certain treatments following a test result.
2. Any treatment or additional service offer following your test result will be a separate transaction and does not form part of your original order with us. Just because we may not be able to provide you with a treatment after the test result, does not give you the right to cancel or obtain a refund for the original test as this is a separate and distinct service.

H Pylori Treatment Terms

11. This section of our terms relate to the treatment following the purchase of our Stomach Cancer Risk Test (H Pylori) test.

12. Treatment is offered through our registered Pharmacy, Everything Medical Ltd t/a eShop Pharmacy (“eShop”).
13. You will be required to purchase a test through us and have a positive H Pylori result in order to request treatment through eShop Pharmacy
14. You must wait at least 4 weeks following any antibiotic treatment and 2 weeks following any treatment with a proton pump inhibitor
15. Treatment is subject to a satisfactory consultation with a Pharmacist Independent Prescriber (herein “Prescriber”) at eShop. You agree that following a positive test and consultation, if the Prescriber deems it inappropriate to offer treatment, no refund will be offered for the test. Circumstances in which treatment cannot be offered include, but is not limited to:
 - a. When our prescriber considers treatment to fall outside our prescribing guidelines.
 - b. If you have already had Triple therapy (H Pylori) eradication treatment within the last 12 months. In such case, no refund will be offered for the test
 - c. You fail the identification checks
 - d. For any other clinical reason
16. The final decision will be with the Prescriber.
17. Treatment can only be provided for 1st line eradication. It cannot be provided if you have already had Triple therapy (H Pylori) from eShop Pharmacy and following a further test you remain positive. In such case, no refund will be offered for the test and we will make a referral to your GP

Cystitis Treatment Terms

18. This section of our terms relate to the treatment following the purchase of our Urinalysis test.
19. Treatment is offered through our eShop.
20. Treatment can only be provided for females (gender at birth)
21. Treatment is subject to a satisfactory consultation with a Prescriber at eShop. You agree that following the test result and consultation, if the Prescriber deems it inappropriate to offer treatment, no refund will be offered for the test.
22. The treatment is a separate service to the test ordered and therefore in all circumstances no refund can be offered on the test regardless of the outcome on whether treatment is provided or not.

All other treatments not listed terms

23. For all other treatments offered following a test result treatment is offered through our eShop independently of the test ordered through us.
24. All treatment is subject to a satisfactory consultation with a Prescriber at eShop. You agree that following the test result and consultation, if the Prescriber deems it inappropriate to offer treatment, no refund will be offered for the test.

11. Refund policy

This section deals with our refund policy for this section (distance selling services) including all online orders, home visits and venous collection by a third-party as provided above. It does not cover in-person visits to our clinic and non-distance selling services including venous collection at our clinics. For this please see Section 3. It also does not cover virtual consultation either by video or telephone including prescriptions or other products. For this please see Section 4. Your rights under The Consumer Rights Act 2015 will not be affected.

1. You may request a full refund for your order if it has not yet been dispatched. Your order is dispatched when you receive an email confirmation from us confirming it has been dispatched and or when it has been received by the courier.
2. After your order has been dispatched, you have the right to cancel your order without any reason within a fourteen (14) day cooling off period that ends fourteen (14) days after the day on which your test kit is delivered ("Cooling Off Period") subject to Clause 11.4 below. In this clause, when we say delivered, this means confirmation of delivery by Royal Mail or another courier.
3. If you cancel during the Cooling Off Period, you may request a partial refund providing you have not sent your sample back to the laboratory (See Clause 11.5 below). The partial refund will be the amount you paid minus the cost of the test kit of £15. This is because the test kit is classed as a medical device, personalised to you and cannot be reused. You do not need to send back your test kit.
4. We will make any refunds due to you under these Terms and Conditions without undue delay, and not later than fourteen (14) days after the day on which we are informed about your decision to cancel.
5. You will not have the right to a refund after the Cooling Off Period and in circumstances set out below.
6. You will lose your right to cancel and a refund during the Cooling Off Period if you have used the test kit and/or you send your sample back to the laboratory and it is delivered and received by the laboratory during the Cooling Off Period. This is because you have used the product that has been paid for and when your sample is delivered to our laboratory, they will test and analyse your sample and we would have performed the service in full during this period.
7. You will not be entitled to a refund if our laboratory is unable to carry out the analysis of your sample because of a failure by you to follow the correct procedure as set out in these Terms and Conditions. This includes, but not limited to:
 - a. You did not label the sample or the sample was labelled incorrectly or;
 - b. The patient's details stated on the label does not match the test request form and/or the patient details when registering your kit, or;
 - c. The test kit was not registered or;
 - d. The test request form was not sent back with the sample or;
 - e. The test request form was completed incorrectly or with the incorrect patient's details test or;
 - f. You did not provide enough sample for analysis as provided in Clause 5.3 or;

- g. The sample haemolysed, clotted or leaked, or;
 - h. The test kit has expired or you do not send us your sample at least seven (7) days prior to the expiry date of your Test Kit or;
 - i. The sample has passed its stability period due to a delay in transit or you delaying sending back your sample as provided in Clause 5.4 or;
8. In any circumstances, if our laboratory has already tested your sample, you cannot get a refund. "Tested your sample" means providing a test result or where a test result cannot be provided because the laboratory is unable to carry out the analysis of your sample under Clause 11.7 above. This is because we still get charged by the laboratory whether your sample can be tested successfully or not
9. We reserve the right to cancel this contract and your order when:
- a. you are (or we reasonably suspect that you are) in breach of these Terms and Conditions, in breach of any applicable law in relation to the contract for your order, or in breach of any other contract that may exist between you and us; or we suspect the order is not legitimate or fraudulent. If we cancel your contract under this Clause you will not be entitled to a refund.
 - b. we are unable (or reasonably believe that we are unable) to provide the service for reasons beyond our reasonable control or for legal or regulatory reason. If we cancel your contract under this Clause we will refund you in full.
 - c. if you make a chargeback. We reserve the right to charge an administration fee of £30 if we are successful in disputing a fraudulent chargeback. This means that when a chargeback is made when you knowingly received the test kit and our laboratory has tested your sample.

Section 3: In-clinic and Pharmacy services

This section of our Terms and Conditions forms the basis of our contract with you when you book an appointment at one of our clinics or have a service provided at one of our clinics or any other service provided not at a distance and in person. Please read these terms and conditions carefully as it is legally binding.

We offer a range of services in-person at our clinics. This includes Blood Tests and Phlebotomy services, Electrocardiogram (ECG), Travel Vaccinations, Weight Loss Treatments and more. Some of clinics only offer some of these services.

1. General

1. By booking an appointment or using our services in-person at one of our clinics, you agree that:
 - a. You are over 16 years old and legally capable of entering into binding contracts
 - b. You are a resident in the United Kingdom or the Channel Islands (Isle of Man, Jersey or Guernsey)
 - c. You will not register more than one account with us
 - d. You hold a valid debit or credit card in your own name
 - e. You are booking a test or service for you, a family member or friend for personal use only and they are above the age of 12 years old
 - f. Our tests are not a substitute for emergency medical services or for diagnosing medical conditions
2. All personal information you provide will be kept secure and processed in accordance with our Privacy Policy.

2. Booking your appointment

1. You can book an appointment at one of our clinics either online through the website, by phone, email or WhatsApp. We will collect the details of the person who will be using the services at our clinic ("Patient") including their name, address, date of birth and other contact information such as email and phone number ("Patient details"). At your option, we will either email you or SMS you a confirmation that you have successfully booked an appointment, confirming the date, place and time of your appointment.
2. The appointment must be made for you, unless you have permission to book on someone else's behalf.
3. Once your appointment is booked, a contract is formed between you and us. Your appointment is booked when you receive a confirmation message on our website and/or booking confirmation email from us.

4. Our booking confirmation will confirm the date and time of your appointment, which clinic you have booked at, its location, the test or service you have booked for and the total amount payable.
5. You will be required to make a deposit payment of at least £15 to reserve your appointment ("Deposit"). We reserve the right to cancel your appointment if you do not pay the deposit payment.
6. You can pay the balance in-person when attending the clinic for your appointment. We accept all major debit and credit cards. We must receive the total amount for the service or test you have booked before we undertake the service. For bookings at the London Marylebone clinic, you will be required to pay the total amount before arriving.
7. If you do not attend your appointment, or do not cancel or reschedule the appointment at least twenty-four (24) hours before you are due to attend, you will be charged the total amount and will not be entitled to a refund. If you have paid just the Deposit amount, you will be required to pay the balance before being able to rebook. At the time of online booking we will ask you to enter your payment details into the booking portal.
8. We will ask you to complete a medical questionnaire prior to coming to your appointment. This should be completed by the Patient before arrival for their appointment and in all circumstances is required before we can provide you with any of our services in-clinic.
9. We may list prices for some but not all of the services and tests we offer in-person on our website in British Pound Sterling / GBP (£). All our prices include VAT unless stated otherwise and will be confirmed to you before booking your appointment. We endeavour that all our prices are accurate and up to date but if there is a pricing error, and you are charged more, we will refund the difference to you by the payment method originally provided; and if you are charged less, we will contact you to arrange for the additional payment or reserve the right to cancel your appointment.
10. For any services or tests not listed on our website, you can call us to confirm a test or service and confirm the price for this.
11. Our prices may change from time to time, but changes will not affect any existing booking we have accepted.

3. Services we offer

1. All of our in-person clinic and pharmacy services including Blood Tests, Health Screening, Cancer Screening, Vaccinations and all other services (unless specifically stated otherwise) are provided by Everything Medical Ltd t/a eShop Pharmacy.
2. You will also be requested to confirm your understanding of the risks and benefits of the treatments available and confirm you consent and agree to proceed with treatment and the applicable terms and conditions. You will be required to sign a consent form to document this.
3. Our health assessments include questions, measurements, physical testing, and biological sample collection. Biological sample testing and cardiology services are provided by third party suppliers.
4. We do not provide individual advice or personal recommendations about what type of health assessment is suitable for you. We apply age and gender restrictions to certain tests if they're in your health assessment package.

5. Our health assessments are not intended to be a substitute for professional medical advice, diagnosis, or treatment. If you have concerns about your health, or any specific questions about any medical matter, you should consult your doctor or other professional healthcare provider. If you think you may be suffering from any medical condition you should seek immediate medical attention.
6. You should not use our services if you have symptoms of illness. If after making a booking, or on the day of a health assessment, you have symptoms of illness, please advise us immediately so that we can cancel or reschedule your appointment.
7. You should not use our services if you are pregnant (Unless the test is specifically for pregnant women). If after making a booking you find out that you are pregnant, please advise us so that we can cancel or reschedule your appointment to three months after childbirth.
8. Our services are not a replacement for medical treatment, nor are they diagnostic. Information contained within your results report does not constitute medical advice.
9. You accept that the advice given by us does not replace your regular healthcare provider. It is your responsibility to tell your regular healthcare provider about treatment supplied following a consultation.
10. Following your appointment, we aim to provide your results within the time stated on our website. This is an estimate and your results may take up to 5 working days or longer for specialist tests. If it is longer, we will inform you on the day of your appointment on the expected turnaround time.

4. Blood tests and Phlebotomy

1. We are not able to offer blood tests to patients under 12 years old, except at our London Marylebone clinic which offers blood tests for all patient ages.
2. We aim to take all the required samples to test for the blood test you have booked at your appointment. If for whatever reason we are unable to take your blood we can offer a partial or full refund in line with our refund policy (below) or an opportunity to rebook. If we were able to take some samples, we will offer you an opportunity to rebook to complete any required samples remaining.
3. We aim to provide enough blood samples to our Laboratory or third party Laboratory suppliers in order for them to test the required biomarkers. If for whatever reason the Laboratory is not able to provide a result for a sample, we will offer you a free retest of the biomarkers that the Laboratory was not able to sample. You will be contacted to rebook your appointment.
4. If you are booking for our phlebotomy only service, you agree that you will provide all the relevant components for our Phlebotomist to undertake your blood test. You will be responsible for ensuring you follow the instructions associated with sending your blood sample back to the laboratory.
5. You are not entitled to a refund once we have started your service. For example, taken your blood for a blood test or provided ordered your travel vaccination. If we were not able to take any blood sample at all, you will be offered either a partial or full refund (if you have pre-paid any amounts) at the time of the appointment or offered opportunity to rebook.

Entire Agreement

These terms and conditions and any document expressly referred to in them constitute the whole agreement between us and supersede all previous discussions, correspondence, negotiations, previous arrangement, understanding or agreement between us relating to the use of our website, the products and services we provide and you order from us and any other services made available.

Liability

To the fullest extent permitted by applicable laws, we hereby exclude liability for any claims, loss, demands or damages of any kind whatsoever with respect to our services, information and materials given by us including, without limitation, direct, indirect, incidental, or consequential loss or damages. The foregoing will apply whether such claims, loss or damages arise in tort, contract, negligence, under statute or otherwise.