

# **Terms & Conditions**

## 1. Scope of Services

- 1.1 The company agrees to provide clinical testing services, including but not limited to diagnostic tests, sample analysis, and result reporting, as requested by the client.
- 1.2 Specific tests and services will be detailed in individual service agreements or requests from the client.

#### 2. Service Standards

- 2.1 All tests will be conducted in accordance with industry standards, applicable regulations, and the company's standard operating procedures.
- 2.2 The company ensures compliance with relevant quality control and assurance protocols.

#### 3. Responsibilities of the Client

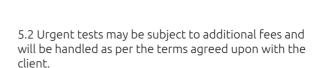
- 3.1 The client shall ensure that all samples submitted meet the required conditions as outlined in the company's guidelines (e.g., proper labelling, storage, and transportation).
- 3.2 The client is responsible for obtaining informed consent from patients for testing and for sharing relevant clinical information where necessary for accurate analysis.
- 3.3 The client must provide clear instructions regarding the tests required and adhere to agreed timelines for sample submission.

#### 4. Fees and Payment

- 4.1 Pricing for services will be detailed in the agreement or pricing schedule shared with the client.
- 4.2 Payment terms are [e.g., 30 days from the date of invoice]. Late payments may incur additional charges as per the agreed terms.
- 4.3 Any changes to pricing or additional fees will be communicated to the client in advance.

### 5. Turnaround Time

5.1 The company will provide test results within the agreed timeframe, barring unforeseen delays due to sample quality issues, incomplete submissions, or external factors beyond the company's control.



## 6. Confidentiality and Data Protection

- 6.1 The company commits to maintaining strict confidentiality of all patient and client data, in compliance with applicable data protection laws (e.g., Data Protection act, GDPR).
- 6.2 Results and data will only be shared with authorised personnel designated by the client.

### 7. Liability

- 7.1 The company shall not be held liable for errors arising from improper sample handling, labelling, or submission by the client.
- 7.2 The company's liability is limited to the cost of the specific test(s) performed.
- 7.3 The company is not responsible for clinical decisions made by the client based on test results.

## 8. Termination

- 8.1 Either party may terminate the agreement by providing [e.g., 30 days' written notice].
- 8.2 The company reserves the right to terminate the agreement immediately in cases of non-payment, breach of terms, or unethical practices by the client.

#### 9. Force Majeure

9.1 The company shall not be held responsible for delays or failure to perform services due to circumstances beyond its control, including natural disasters, pandemics, or government restrictions.

# 10. Governing Law and Dispute Resolution

10.1 Any disputes shall be resolved through mediation, arbitration, or court proceedings as per the terms agreed upon.

# 11. Amendments and Notices

- 11.1 These terms and conditions may be updated by the company with prior written notice to the client.
- 11.2 All notices related to this agreement shall be in writing and sent to the respective party's official address or email.

