



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.

5.2 Urgent tests may be subject to additional fees and will be handled as per the terms agreed upon with the client.

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.

