

# Return / Refund Policy

Screen4 (Yorkshire) Ltd will only offer a refund against PCR testing services on the following basis:

## 1. Self-test Kits (Excluding Day 2 and Day 8 Test bundles)

Any despatched and received kits for **self-test purposes** (or company managed programs) that are unused and fit for resale will be refunded on the following basis:

- a. The complete test kit and contents is returned to our head office:

**Screen4 Limited**

**Returns**

**17 Middlewoods Way**

**Barnsley**

**S71 3HR**

- b. PLEASE DO NOT SEND THE KIT TO OUR LABORATORY IN CAMBRIDGE (Prepaid Royal Mail envelope provided in the kit – do not use this) as the kit will be destroyed and no refund will be given.
- c. You must return it at your cost to the above address. Please make sure you record any shipping details if using registered post or courier (recommended).
- d. Once the kit has been received and checked / sanitised and returned to stock, your refund will be processed. If the kit has been used or there is damage to the contents, then no refund will be given.
- e. An admin / re-stock fee of £15 will be charged per sample kit and this will be deducted from your refund amount paid / per test.
- f. Please note that unfortunately, it can take up to 10 working days or more to receive your refund once the kit has been returned to stock. Please do not contact us to chase a refund unless 21 days have passed since you sent the kit back to us.
- g. Please ensure you use your Order number in any correspondence.

## 2. Day 2 and Day 8 Tests (Legal requirement to take the tests)

- a. It is a legal requirement for you to undertake a Day 2 and Day 8 test as part of your quarantine process. You will have been issued with a unique SCREE0000000

reference number that you have used to enter the UK and you will have included this on your Passenger Locator Form.

- b. You must take your Day 2 and 8 test or you may face a penalty of £2000 see this link for details : <https://www.gov.uk/guidance/how-to-quarantine-when-you-arrive-in-england>
- c. **No Refunds will be given for these tests**
- d. **All test data including results is reported to DHSC and PHE**
- e. **The limitations based on when we can make shipments may mean a delay to the receipt of your test, this is not a valid reason for refund – you must still complete your tests or face a penalty as above.**
- f. **The ONLY reason accepted for a refund on a Day 2 and Day 8 test is if you have NOT travelled to the UK and you must provide details of flight cancellation or other reason for not travelling. In this instance we will cancel the SCREE reference number, and this will no longer be valid on ANY Passenger Locator Form**

### **3. Day 2 and 8 Tests (if a positive is detected.)**

Test related to the mandatory requirement for a Day 2 and Day 8 test are as follows:

- a. It is a mandatory requirement to provide passengers with a 'bundle' of tests, Day 2 and Day 8 after arrival in to England and any required genomic sequencing of any DAY 2 test result that is positive.
- b. Therefore, if a Day 2 test has been issued and analysed as POSITIVE, there will be no refund of the Day 8 part of the test – this is due the need to carry out genomic sequencing of the Day 2 test – this cost is part of the 'bundle' purchased.
- c. If you received a positive test result for the test taken on or before Day 2, you do not need to take the day 8 test. In this case the Day 8 test may not be sent to you.  
**People you are travelling with must still take a day 8 test.**
- d. As above – no refund will be given for the Day 8 test if not supplied due to a Positive Day 2 Test

### **4. Clinician performed tests that have been paid for and scheduled:**

- a. Day 2 and Day 8 tests booked at our clinics **MUST** be carried out – this is a legal requirement see link above, or you could face a penalty of £2000.

- b. No refunds will be given for Day 2 and Day 8 Clinician test unless:
  - o **The ONLY reason permissible for a refund on a day 2 and Day 8 test is if you have NOT travelled to the UK and you must provide details of flight cancellation or other reason for not travelling. In this instance we will cancel the SCREE reference number, and this will no longer be valid on ANY Passenger Locator Form**
- c. A Day 2 and Day 8 test May be moved to another date if the flight is changed by the customer or the airline, this will be free of charge if an available slot is possible for the rescheduled appointment. You will need to provide evidence of any change as the rules regarding the timing of Day 2 and Day 8 tests are based on date of arrival into the UK .
- d. It may be necessary for the customer to attend an alternative collection centre if their first choice is not available.

**5. Other Clinician Tests booked (Pre-travel, Test to Release):**

- a. Any clinician Test (excluding Day 2 and Day 8) May be moved to another date if the flight is changed by the customer or the airline, this will be free of charge if an available slot is possible for the rescheduled appointment.
- b. It may be necessary for the customer to attend an alternative collection centre if their first choice is not available.
- c. If this is not acceptable then a refund will be given less an admin fee of £15 per test.