

## Returns and Refunds Policy

Please note that the below policy only refers to RT PCR tests and does not include SARS-CoV-2 Antigen Rapid Test (Self-Testing) kits.

### 1. Screen4 Ltd will only offer a refund against RT PCR testing services on the following parameters:

- a. There is a 14-day period from the date you place your order in which you can change your mind, and you may cancel your order to obtain a full refund. This does not apply if we have already started to provide our services before the 14-day period ends, in which case, any services already carried out will not be eligible for refund and we reserve the right to deduct compensation to cover costs already incurred. We will inform you of your eligibility once we receive the order cancellation and the relevant party dealing with your request within the Returns/Refunds team have assessed your request.
- b. You then have 14 days to return the screening kit to us from the date of cancellation (if applicable). The screening kit must be returned unopened and undamaged to receive a refund. A re-stock fee of £15.00 will be charged for all returned screening kits.

### Refunds will not be awarded:

**Due to the expiry dates on the sample kits** - we are unable to offer a refund after the 14 days have lapsed since you have received your sample kit. We are unable to put the sample kit back into circulation due to the deterioration of the sample fluid inside the vial.

**Due to a Health and Safety conflict** - if we receive opened sample kits, this exposes the kit to elements outside of our control and then prevents the sample kit being put back into circulation. If they are returned and received by us, we will destroy without hesitation.

**Due to receiving a result which is inconclusive** – receiving this type of result means the PCR test has not returned a result that is clearly positive or negative, for example this may be because the test outcome is on the cusp of detectability, or because the test assay targets multiple markers and only one marker has been detected. It is possible the patient had the virus within approximately 90 days of the test being administered. CT values for these results are available upon request.

- c. If you need to change your appointment with the clinic then you must give us 48 hours' notice before your scheduled appointment. If you fail to attend your appointment and do not notify us within 48 hours before your appointment time, then you will be charged for your missed appointment. If you cancel your appointment, then you have 14 days to re-arrange and book another appointment time. If you fail to book another appointment after 14 days of cancellation, then you will have to place another order.
- d. When returning your screening kit for a refund you must pay for the postage to return the kit back to our head office, as we cannot accept any returns in which we have been charged the delivery cost.

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

- a. Any dispatched and received kits for self-test purposes (or company managed programs) that are unused and fit for resale will be refunded, if eligible, on the following basis:

You have followed the correct Cancellation/Returns procedure as noted in point (1a) above

The complete test kit and contents is returned to our head office as below:

**Screen4 Ltd**  
 Returns  
 Unit 17 Middlewood's Way  
 Carlton  
 Barnsley  
 South Yorkshire S71 3HR

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).

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.

An admin / re-stock fee of £15 will be charged per sample kit and this will be deducted from your refund amount paid.

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. Please ensure you use your Order number in any correspondence.

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

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.

You must take your Day 2 and 8 tests, or you may face a penalty, see link below:

<https://www.gov.uk/guidance/how-to-quarantine-when-you-arrive-in-england>

No Refunds will be given for these tests

All test data including results is reported to DHSC and PHE

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.

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.

### **4. 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:

It is a mandatory requirement to provide passengers with a 'bundle' of tests, Day 2 and Day 8 after arrival into England and any required genomic sequencing of any Day 2 test result that is positive.

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.

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.

As above – no refund will be given for the Day 8 test if not supplied due to a Positive Day 2 Test

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

Day 2 and Day 8 tests booked at our clinics MUST be carried out – this is a legal requirement see link <https://www.gov.uk/guidance/how-to-quarantine-when-you-arrive-in-england> or you could face a penalty

No refunds will be given for Day 2 and Day 8 Clinician test unless:

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

A Day 2 and Day 8 test May be moved to another date if the flight has 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.

It may be necessary for the customer to attend an alternative collection centre if their first choice is not available.

**6. 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.