

	BIOLOGIX LABORATORIES LIMITED
	GENETIC TEST CANCELLATION AND REFUND POLICY

The following terms and conditions set forth below, guide the cancelation and refund of diagnostic tests conducted by **Biologix Laboratories Limited**.

1. TERMS

- 1.1. **“Centre”**, refers to the premises of Biologix Laboratories Limited.
- 1.2. **“Patient”**, this refers to the client or individual whose sample was collected either at our “centre” or by a partner.
- 1.3. **“Partner”**, refers to hospitals, medical centres or corporate organizations who require the services of Biologix Laboratories Limited for diagnosis of their patients or employees.
- 1.4. **“Refund Request”**, refers to request for refund of payment made in favour of the specific test(s) stated.
- 1.5. **“Refund Request Duration”**, refers to the time from when request for test cancelation and refund of payment is made, in reference to when the sample was collected.
- 1.6. **“Sample”**, refers to the specimen received from a patient.
- 1.7. **“Test(s)”**, is/are any diagnostic service(s) required and conducted by Biologix Laboratories Limited, for either of the following purposes:
 - 1.7.1. Diagnoses of a disease condition in a patient
 - 1.7.2. Treatment or management of a patient
 - 1.7.3. Regular health check
 - 1.7.4. Pre-employment medical checks
 - 1.7.5. Any other relevant reason as not mentioned in the policy.
- 1.8. **“Test Cancelation Form”**, refers to a form stating the intent and reasons for cancelation of a test(s).
- 1.9. **“Turnaround Time (TAT)”**, refers to time required to complete a required diagnostic service.

While all requests for refunds will be handled on a case by case basis, here are the general conditions for processing refunds.

2. CONDITIONS FOR PROCESSING REFUNDS

- 2.1. Refund or cancelation of “Test(s)” shall be permitted based on only the following conditions:
 - 2.1.1. In event that that the “Sample” is found not to be adequate.
 - 2.1.2. In the event of a Sudden death of the patient within 24 hours of request of the “Test(s)”
 - 2.1.3. The “sample” was collected not more than 24 hours from the time of request for cancelation.

Refund Actions:

Upon satisfaction of any condition set forth in section 2 above, the following refund measures shall apply in accordance with the relevant “Refund Request Duration”:

- 2.1.4. “Refund requests” made either directly at the centre, or received from a partner facility that are inadequate for processing will have **50% of the total cost** retained as a sample processing fee.
- 2.1.5. “Refund requests” made either directly at the centre, or received from a partner facility, particularly in cases where multiple tests were requested and one test result renders the remaining test(s) unnecessary (e.g., a positive result affecting further testing). **All refund requests are subject to review and approval.**
- 2.1.6. “Refund Request” made within 24 hours of sample collection due to death of the patient, either directly at the centre, or received from a partner shall be liable to a **review and a defined percentage considered.**
- 2.1.7. “Refund Request” made after Seven (7) day of “Sample” collection, either directly at the centre, or received from a partner or due to death **is not permitted** for a “Refund Request” for NGS based tests
- 2.1.8. “Refund Request” made after Five (5) days of “Sample” processing, either directly at the centre, or received from a partner **is not permitted** for a “Refund Request” for PCR based tests.
- 2.1.9. An inconclusive or Negative result is **not permitted** for a “Refund Request”

3. ADDITIONAL INFORMATION

A "Refund Request" can only be processed upon receipt of the following:

- 3.1. An email indicating the need to request a refund
- 3.2. Receipt of an appropriately filled "Test Cancellation Form" clearly stating the reason(s) for the cancellation.
- 3.3. Acceptance of the respective deduction, as set forth in session 2 above.
- 3.4. Provision of the initial payer's account details. In the event where another account information is provided, a written letter of approval **MUST** be received from the initial payer prior to processing
- 3.5. Refunds will be processed within 5 to 30 working days.

Signed

Biologix Laboratories Management