


Crystal Health Group

Cancellation & Refund Policy

 CRYSTAL Health Group	Crystal Health Group Cancellation & Refund Policy		
	Version	Approval Date / Last Reviewed	Review Date
	v06.11.22	November 2022	November 2023

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1. Purpose

The purpose of this cancellation and refund policy is to provide clarity and transparency to all parties involved in the testing process. The policy constitutes part of Crystal Health's standard terms and conditions.

2. Scope

This policy covers services that have been organised and processed by Crystal Health personnel. This policy does not cover appointments that have been made directly between a sample collector and client. This policy covers testing services provided to;

- Private/Individual Clients
- Commercial Clients

And also;

- Cancellation of Service by the Service Provider

All prices stated within this policy are subject to VAT at the current rate.

3. Responsible Person(s)

The Policy Author is responsible for:

- Accuracy, version control and review dates.
- Implementation, training and operational compliance of this Policy.
- Initiating Policy change requests.


The QA representative is responsible for:

- Ensuring adherence to company Policy standards for authoring, content and structure.
- Resolution of Quality Incident reports arising from noncompliance of this Policy or external complaints.

Trained personnel are responsible for complying with all aspects of this Policy.

4. Health & Safety

All tasks and activities associated with this Policy comply with Crystal Health Group's Health & Safety Policy.

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5.1 For Private/Individual Clients paying for services

Appointments

It is standard policy for Crystal Health personnel to process the full cost of the testing service after confirming a sample collection appointment for private clients. This constitutes a formal order for the Crystal Health service requested.

Once this order has been processed cancellation and re arrangement fees may apply in accordance with this policy.

PLEASE SEE CANCELLATION INFORMATION TABLE FOR RELEVANT FEES

Please note: The period of time required to notify us of any cancellation does not include weekends or bank holidays and notification must be made between the hours of 9am and 5pm.

Testing Kits

It is standard policy for Crystal Health to process a £20 deposit after confirming an order of any testing service by private clients which utilise a self-collection testing kit. This constitutes a formal order for the Crystal Health service requested. The exception to this is for testing kits sold via any on-line e-commerce website.

5.2 For Commercial and Group Bookings

The return of a completed 'Order Confirmation' form to Crystal Health (via email or hard copy) or an existing SLA that is in place, constitutes a formal order.

Important: The person signing the order confirmation/SLA is liable for all associated costs with the test ordered.

Please note: The period of time required to notify us of any cancellation does not include weekends or bank holidays and notification must be made between the hours of 9am and 5pm.

1. The total cost invoiced may be increased if the collection time exceeds the regular/allocated time frame for the appointments, due to any delays caused by the client/sample donors. This additional time will be charged at £50 per hour.
2. All payments for services are due no later than 30 days from the date of the invoice after testing services have been supplied, unless otherwise authorised by a Director.

Commercial payment guidance

SLA clients:

- Invoiced according to the information held in the SLA.
- Paid by BACS within the agreed credit terms.


Order confirmation clients and all Network Rail testing and medicals which includes 'private individuals' – existing who have had testing services on three or more occasions:

- Invoiced according to the signed order confirmation.
- They either then pay by BACS or card within the agreed credit terms. If paid by card, a notification must be sent to accounts@ to reconcile the invoice.

New clients – Payment required prior to service provision via card payment/BACS. Any exceptions must be authorised by a Director.

- An order confirmation must be raised in all circumstances to avoid non-payment of additional services such as lab confirmation, MRO or ROP referral for Network Rail testing/medicals.
- Payment is required prior to service provision via a card or BACS. A VAT receipt or pro-forma invoice can be supplied to the client for this payment. If paid by card, a notification must be sent to accounts@ to reconcile the invoice.
- Once a credit history has been established, our standard 30 day terms can be provided.
- Results may be withheld until payment has been received, unless authorised by a Director.

PLEASE SEE CANCELLATION INFORMATION TABLE FOR RELEVANT FEES

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5.3 Cancellation table

Appointment / Service type	Cancellation period			Non-conformity e.g. No ID, insufficient sample etc.	Non attendance
	Outside 48 hours	Within 48 hours	Within 24 hours		
Immediate Response (Call-out) drug and alcohol testing service.	N/A	N/A	Full test cost	Full cost of test	Full cost of test
All Medical Assessments.	£30 cancellation fee OR £30 rearrangement fee	50 % of assessment cost	Full cost of assessment	Full cost of assessment	Full cost of assessment
Medical Review services.	N/A	N/A	Full cost of review	N/A	N/A
All drug and alcohol tests.	£30 cancellation fee OR £30 rearrangement fee	30% of test cost OR £30 rearrangement fee	50% of test cost (per person) OR £50 rearrangement fee	Full cost of test (per person) OR £100 rearrangement fee	Full cost of test (per person) OR £100 rearrangement fee
All DNA tests.	£30 cancellation fee OR £30 rearrangement fee	30% of test cost OR £30 rearrangement fee	50% of test cost OR £50 rearrangement fee	Full cost of test OR £100 re-arrangement fee	Full cost of test OR £100 re-arrangement fee


Kit type	Cancellation type			
	Cancel kit before dispatch	Cancel kit after dispatch	Cancel test before analysis commences in lab	Cancel test after analysis has commenced in lab
All Home DNA Tests	No charge	Kit cost retained	£30 administration fee	Full cost of test
All IT DNA Tests	No charge	No charge but no refund for postal fee	£30 administration fee	Full cost of test
Boots DNA Tests	Boots returns policy	Boots returns policy	£30 administration fee	Full cost of test
Home Drug testing kit	No charge	Cost of postage on return of kit	N/A	N/A

Additional charges

An allocated time is applied to each appointment. Costs payable will be increased if the collection time exceeds the allocated time stated due to any delays caused by the client and/or sample donors. This additional time will be charged at £25 per 30 minutes.

Any appointments which are required within the hours of 19.00pm and 07.00am, or on a Saturday or Sunday will incur an additional attendance fee of £50.

The hours between 5.00pm on a Friday and 8.00am on a Monday, or those forming part of any UK bank holiday, will not be included/accepted as forming part of any notice period


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Important notes

- The hours between 5.00pm on a Friday and 8.00am on a Monday, or those forming part of any UK bank holiday, will not be included/accepted as forming part of any notice period.
- 24 hour notice and non-attendance cancellation charges will apply when notification is received by Crystal Health Group on the same date the relevant appointment is scheduled or it is received after 5.00pm on the previous working day.
- Cancellation charges DO NOT apply, if orders cannot be fulfilled due to circumstances outside of the clients/ employers responsibility/control. However, proof must be provided of the circumstances that prevent the order from being fulfilled.
- Non-Conformity Reports: Full payment will apply to situations that result in the provision of a Non-Conformity Report for a sample donor undergoing a drug and alcohol test or for an individual attending a medical assessment.
- Specific fees agreed and recorded in commercial client SLA's will supersede the relevant cancellation fees detailed in this policy.
- Changes to the number of individuals at the time of a drug/alcohol testing appointment, will incur the following charges:
 - When booked for 2 or more individuals at the same appointment. If fewer individuals attend than originally stated, this will be recorded as a non-attendance and charged at 50% of the original per person cost, as long as at least one individual undergoes testing.
 - When more individuals attend an appointment than originally anticipated. If the additional service can be performed, additional individuals will be charged at the original per person cost quoted.

5.4 Cancellation of Service by the Service Provider

- The Service Provider may cancel any agreement with the Client at any time before the services are delivered or following delivery by giving written notice.
- On giving such notice the Service Provider shall within 7 days repay to the Client any sums paid in respect of the relevant Service Agreement subject to costs incurred by the Service Provider
- The Service Provider shall not be liable for any loss or damage whatever arising from such cancellation.
- The Service Provider reserves the right to make a charge to cover any administrative and laboratory procedures already performed prior to cancellation or that occur despite cancellation.
- Such charges are subject to change at the Service Provider's discretion

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6. Version Control

Previous Version	Changes	Last Effective Date
v05.10.21	<ul style="list-style-type: none">Update to cancellation table charges	24/11/2022
v04.04.21	<ul style="list-style-type: none">Clarifying points within section 5.2Addition of important notes for cancellation charges relating to additional donors.	01/10/2021
v03.04.20	<ul style="list-style-type: none">Update to cancellation table to include additional charges	30/04/2021
v02.02.18	<ul style="list-style-type: none">Addition of 'commercial payment guidance' in section 5.2	30/04/2020
v01.07.17	<ul style="list-style-type: none">Review and update to format of policy.Addition of Cancellation Table.	05/02/2018
NEW	<ul style="list-style-type: none">N/A	N/A


Authorisation

Name John McChrystal

Position Director

Signed 

Date 24/11/2022

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