

Testing For All **Returns and Refunds Policy**

- 1. Cancellations and Refunds – Travel Testing and Supervised or Unsupervised Lateral Flow Tests (excluding Multipack product)**
 - 1.1. You have the right to cancel your order and obtain a full refund providing your order has not yet reached our logistics partner for delivery. For the UK Arrivals Day 2 Test, we aim to dispatch orders on time for delivery on arrival date. We will reimburse within 7 business days of receiving your refund request via your original payment method.
 - 1.2. Once your order has been dispatched and reached our logistics partners for delivery, you have the right to cancel your order up to 14 days from the date that your order is delivered by the Company, provided you have not yet shipped your sample to one of our partner laboratories or, in the case of Lateral Flow test, used your kit. If you wish to cancel your order, you must notify support@testingforall.org within the 14 days period stating the reason for the cancellation.
 - 1.3. You do not have any right to cancel or a refund for any order if (a) you have already sent a Client Sample to one of our Partner Laboratories; or (b) the 14 day cancellation period has expired.
 - 1.4. If you exercise your cancellation right under Section 1.2, we will reimburse to you all payments received from you for the Product minus a Processing Fee of £15 for UK Arrivals Day 2 tests and Flexible Swab PCR tests and £8 for COVID-19 Lateral Flow Tests (excluding our COVID-19 Lateral Flow Multipack product) to reflect costs incurred. We will reimburse within 7 business days of receiving your refund request via your original payment method.
 - 1.5. Following receipt of your cancellation request, your kit will be deactivated in our systems and you will be asked to discard the kit. Please note that we do accept returns for public health reasons and we cannot reimburse any postage costs you might incur.
 - 1.6. For Day 2 only and Day 2 and Day 8 Tests, your cancellation is notified to DHSC and any fraudulent cancellations are subject to fines of up to £2,000 for failing to comply with Government testing requirements.

- 2. Other Refunds - Travel Testing and Supervised or Unsupervised Lateral Flow Tests (excluding Multipack product)**
 - 2.1. We do not take any responsibility or offer any refund for any inconclusive or void PCR and Rapid Antigen Test results. We may at our discretion offer replacement tests in these cases.
 - 2.2. In line with clause 2.1, we do not take any responsibility or offer any refund for any invalidated PCR and Rapid Antigen test results, due to a customer's failure to comply with test specific guidelines, including incorrectly activating tests on www.testingforall.app
 - 2.3. Where the shipping method selected is Deliver on Date of Arrival, and in the event

- that the Client test kit is not delivered to them by the Company's logistics partners or faces a delay greater than 72 hours on the target delivery time and providing the delivery address provided by the Client is correct, the Company will offer a partial refund of £36 for UK Arrivals Day 2 Test, £56 for Flexible Swab PCR Test and £8 for COVID-19 Lateral Flow Tests (excluding our COVID-19 Lateral Flow Multipack product). Alternatively, the Company offers a replacement kit.
- 2.4. Where the shipping method selected is Ship Next Working Day, and in the event that the Client test kit is not delivered to them within a 4 days window from the time of placing the order and providing the delivery address provided by the Client is correct, the Company will offer a partial refund of £36 for UK Arrivals Day 2 Test, £56 for Flexible Swab PCR Test and £8 for COVID-19 Lateral Flow Tests (excluding our COVID-19 Lateral Flow Multipack product). Alternatively, the Company offers a replacement kit.
 - 2.5. Where the shipping method selected is Express Shipping and in the event that the Client test kit is not delivered to them by the Company's logistics partners or faces a delay greater than 48 hours on the target delivery time and providing the delivery address provided by the Client is correct, the Company will offer a full refund for the value of the test. Alternatively, the Company offers a replacement kit.
 - 2.6. For orders not delivered to the Client due to their error in providing delivery information, we offer a partial refund of £36 for UK Arrivals Day 2 Test, £56 for Flexible Swab PCR Test and £8 for COVID-19 Lateral Flow Tests (excluding our COVID-19 Lateral Flow Multipack product). Alternatively, the Client will be offered a replacement kit.
 - 2.7. For UK Arrivals Day 2 Test orders where the Client has changed their self-isolation address following purchase, notice must be given to support@testingforall.org prior to the Client's arrival date. Failure to do so will result in the Client being charged for the purchase of a new Arrivals Test. The Client is responsible for updating their information on the Passenger Locator Form.
 - 2.8. In the event of failures or delays of more than three business days in addition to the standard 48 hours delivery timeline for any test kits to the lab, if caused by any service provider we have contracted for delivery including but not limited to Royal Mail, DPD or DX Group, the Company offers a partial refund of £20 for all PCR tests. In the event that the sample has been lost by our logistics partner, we will offer a replacement kit free of charge.
 - 2.9. If your Supervised or Unsupervised COVID-19 Lateral Flow Test (excluding our multipack product) has not been validated after 36 hours from submission to our team, and the upload was done in accordance with our guidelines, we offer a partial refund of £8.
 - 2.10. If your PCR sample (General Diagnostics, Fit To Fly and Arrivals Test) has been scanned by our laboratory partners as received, but a result has not been produced within the times listed below since the sample's time of arrival at the lab (using the laboratory's receipt scan), you are entitled to the following refund, if you do not wish to accept a replacement kit:
 - (a) For results received more than 24 hours after receipt by the lab a refund of £12;
 - (b) For results received more than 48 hours after receipt by the lab, a refund of £24;
 - (c) For results received more than 72 hours after receipt by the lab, a refund of 100% of the cost of that test (£48 for UK Arrivals Day 2 Test)

3. Cancellations and Refunds - Lateral Flow Multipack

- 3.1. You have the right to cancel your order and obtain a full refund providing your order has not yet been dispatched with our logistics partner for delivery. We will reimburse within 7 business days of receiving your refund request via your original payment method.
- 3.2. You do not have any right to cancel or a refund for an order if it has been dispatched with our logistics partner for delivery. Please note that as we supply sterile medical devices, we cannot accept returns for public health reasons and we cannot reimburse any postage costs you might incur to send back unwanted kits.
- 3.3. We do not take any responsibility or offer any refund for any inconclusive or void Rapid Antigen Test results.
- 3.4. In line with clause 3.3, we do not take any responsibility or offer any refund for any invalidated Rapid Antigen test results, due to a customer's failure to comply with test specific guidelines.
- 3.5. We do not take any responsibility or offer any refund for any Client test kit not delivered to them due to their error in providing delivery information.
- 3.6. In the event that the Client test kit is not delivered to them by the Company's logistics partners or faces a delay greater than 72 hours on the target delivery time and providing the delivery address provided by the Client is correct, the Company will offer a replacement test kit.
- 3.7. In the event that the Client test kit is delivered to them damaged or with missing components integral to the test, the Company will offer a replacement test kit.

4. Cancellations and Refunds – Antibody Testing

- 4.1. You have the right to cancel your order up to 14 days from the date that your order is delivered by the Company, provided you have not yet shipped your sample to one of our partner laboratories. If you wish to cancel your order, you must notify support@testingforall.org within the 14 days period stating the reason for the cancellation.
- 4.2. You do not have any right to cancel or a refund for any order if (a) you have already sent a Client Sample to one of our Partner Laboratories; or (b) the 14 day cancellation period has expired.
- 4.3. If you exercise your cancellation right under Section 1.1, we will reimburse to you all payments received from you for the Product minus a Processing Fee of £10 per Antibody test to reflect costs incurred. We will reimburse within 7 business days of receiving your refund request via your original payment method.
- 4.4. Following receipt of your cancellation request, your kit will be deactivated in our systems and you will be asked to discard the kit. Please note that we do accept returns for public health reasons and we cannot reimburse any postage costs you might incur.
- 4.5. In the event that a Home Total Antibody and Immunity Tracker Sample is voided due to sample processing issues (i.e., insufficient sample, labelling issue or age of sample), you have the right to claim a one off £20 partial refund or a replacement kit
- 4.6. In the event that the Client test kit is not delivered to them by the Company's logistics partners or faces a delay greater than 72 hours on the target delivery time and providing the delivery address provided by the Client is correct, the Company will offer a partial refund of £20. Alternatively, the Company offers a replacement kit

4.7. In the event of failures or delays in the delivery of any test kits to the lab, if caused by any service provider we have contracted for delivery including but not limited to Royal Mail or DX Group, we offer a partial refund for the failed test (£20) or replacement kit.

5. Summary Table - PCR Travel Testing and Supervised or Unsupervised Lateral Flow Tests (excluding Multipack product)

| Event | Condition | Test Type | Refund Amount | Other |
|---|--|-------------------------|---|---------------------------|
| Cancellation request | Prior to dispatch of the test kit | All travel Tests | Full refund | N/A |
| Cancellation request | Within 14 days of receipt of the test | All Travel Tests | Cost of test <i>minus</i> processing fee: - £15 for UK Arrivals Day 2 Test and Flexible Swab PCR - £8 for Lateral Flow Test (excluding our multipack product) | N/A |
| Inconclusive / Void test | Test result is void | All Travel Tests | N/A | Replacement kit |
| Failed test | Test result not returned due to failure to activate kit by the Client | All Travel Tests | N/A | N/A |
| Undelivered test kits for Shipping method "Ship on Date of Arrival" | Delayed test kit delivery >72 hrs on target time (day 0 of return to the UK) | UK Arrivals Day 2 Tests | £36 | <u>Or</u> Replacement kit |
| Undelivered test kits for Shipping method "Ship Next Working Day" | Test kit delivery >4 days from time order is placed | All Travel Tests | - £36 for Day 2 Only - £56 for Flexible Swab PCR - £8 for Lateral Flow Test (excluding our multipack product) | <u>Or</u> Replacement kit |
| Undelivered test kits for Shipping method "Express Shipping" | Delayed test kit delivery >48 hrs on target time (Day 1 after order is placed) | All Travel Tests | Full refund of the value of the test | <u>Or</u> Replacement kit |

| | | | | |
|---|---|---|---|---------------------------|
| Undelivered test kits due to Client's error in delivery address | Incorrect delivery information provided by the Client | All Travel Tests | - £36 for Day 2 Only - £56 for Flexible Swab PCR - £8 for Lateral Flow Test (excluding our multipack product) | <u>Or</u> Replacement kit |
| Undelivered test kits to the lab | Failure or delays >3 business days in the delivery of tests to the lab (i.e. total transit time exceeds 5 business days] | All PCR Travel Tests, excluding Lateral Flow tests. | - £20 partial refund | <u>Or</u> Replacement kit |
| Delays in returning result | Sample has been "receipted" by the lab but result release is delayed | All PCR Travel Tests | - >24hrs delay: £12 - >48hrs: £24 - >72hrs: 100% cost of the test | <u>Or</u> Replacement kit |
| Delays in validating test result | Sample photographic evidence has been submitted in line with requirements but result not yet validated >36 hrs after submission | Supervised or Unsupervised COVID-19 Lateral Flow Test (excluding our multipack product) | - £8 partial refund | <u>Or</u> Replacement kit |