

Crystal Health Group

Cancellation Policy

 CRYSTAL Health Group	Document name	Version
	Cancellation Policy	v10.02.26

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1. Purpose

This policy outlines the cancellation terms for services provided by Crystal Health Group Limited, ensuring clarity and transparency for all parties. It forms part of the company's:

- Terms and Conditions for the supply of services Business-to-Consumer (B2C)
- Terms and Conditions for the supply of services Business-to-Business (B2B)

Any applicable refunds will be processed in accordance with the relevant terms and conditions of supply.

2. Scope

This policy applies to all services arranged and processed by Crystal Health Group Limited. It does not cover appointments made directly between a sample collector and a client.

The policy covers testing services provided to:

- Business-to-Consumer (B2C)
- Business-to-Business (B2B)

It also applies to the cancellation of services 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 Business to Consumer (B2C)

For additional information, please also refer to full Terms and Conditions for the supply of services Business-to-Consumer (B2C), including any order confirmation documentation (if applicable).

Service	Cancellation point and amount to be retained by CHG				
	Outside 48 hours once ordered and/or appointment confirmed and paid for. (two-hour grace period after paying)	Within 48 hours - EXPRESS MEDICALS ONLY	Within 24 hours, non-attendance or non-conformity e.g. No ID, insufficient sample etc.	Samples at lab before analysis commences	At results stage
All testing and medical assessment appointments	£60 admin fee	£60 admin fee and 30% of Express Medicals cost.	£90 admin fee and collection costs or full Express Medical cost	£100 admin fee, collection costs and associated expenses	Full test cost
Medical Review and Expert Witness services	Full cost of review				N/A

Important notes:

- **Cancellation notice:** All notifications of cancellation must be provided in writing. Notice received verbally must also be followed-up with written confirmation.
- **Notice Period Exclusions:** The period between 5:00 PM on Friday and 8:00 AM on Monday, as well as any UK bank holiday, will not be counted as part of any required notice period.
- **Rescheduling Fees:** If a service is re-arranged, the full service cost will apply again, as this requires restarting the booking process.
- **Appointment Duration & Additional Charges:** Each appointment has an allocated time. If the collection exceeds this due to delays caused by the client and/or sample donors, an additional charge of £30 per 30 minutes will apply.
- **Out-of-Hours Appointments:** Appointments scheduled between 7:00 PM and 7:00 AM, or on a Saturday or Sunday, will incur an additional attendance fee of £60.
- **Refund requests:** To request a refund, email info@crystal-health.co.uk. All refund requests will be reviewed and processed by our refunds team in accordance with this cancellation policy and the applicable terms and conditions of supply.

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5.1 Business to Consumer (B2C)

For additional information, please also refer to full Terms and Conditions for the supply of services Business-to-Consumer (B2C), including any order confirmation documentation (if applicable).

Kit type	Cancellation point and amount to be retained by CHG			
	Cancel kit before dispatch	Cancel kit after dispatch	Samples at lab before analysis commences	At results stage
All Home DNA Tests	No charge	No returns once dispatched (tamper sealed – hygiene exemption). Kit cost retained unless faulty or damaged.	£60 admin fee (once samples received at lab; before analysis)	Full cost of test
All IT DNA Tests	No charge	No returns once dispatched (tamper sealed – hygiene exemption). Kit cost retained unless faulty or damaged.	£60 admin fee (once samples received at lab; before analysis)	Full cost of test
Boots DNA Tests	Boots returns policy	Boots returns policy	£60 admin fee (once samples received at lab; before analysis)	Full cost of test
Home Drug testing kit	No charge	Postage cost retained	N/A	N/A

Important notes:

- For hygiene and contamination control, and in accordance with Regulation 28(3)(a) of the Consumer Contracts Regulations 2013, we do not accept returns of DNA kits once dispatched unless faulty or damaged.

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5.1 Business to Business (B2B)

For additional information, please also refer to full Terms and Conditions for the supply of services Business-to-Business (B2B), including any order confirmation, SLA, or contract documentation (if applicable).

Service	Cancellation point and amount to be retained by CHG				
	Outside 48 hours once ordered and/or appointment confirmed and paid for. (two-hour grace period after paying)	Within 48 hours - EXPRESS MEDICALS ONLY	Within 24 hours, non-attendance or non-conformity e.g. No ID, insufficient sample etc.	Samples at lab before analysis commences	At results stage
All testing and medical assessment appointments	£60 admin fee	£60 admin fee and 30% of Express Medicals cost.	Full cost of test		
Medical Review and Expert Witness services	Full cost of review				N/A

Important notes:

- **Cancellation notice:** All cancellations must be provided in writing. If a cancellation is communicated verbally, it must be followed up with written confirmation.
- **Notice Period Exclusions:** The period between 5:00 PM on Friday and 8:00 AM on Monday, as well as any UK bank holiday, will not be counted as part of any required notice period.
- **Rescheduling Fees:** If a service is re-arranged, the full service cost will apply again, as this requires restarting the booking process.
- **Multiple donors:** No refunds will be issued if fewer donors than originally scheduled attend an appointment. If additional donors require testing at the same appointment, they will be charged at the agreed per-person rate for the booking.
- **Appointment Duration & Additional Charges:** Each appointment has an allocated time. If the collection exceeds this due to delays caused by the client and/or sample donors, an additional charge of £30 per 30 minutes will apply.
- **Out-of-Hours Appointments:** Appointments scheduled between 7:00 PM and 7:00 AM, or on a Saturday or Sunday, will incur an additional attendance fee of £60.
- **Refund requests:** To request a refund, email info@crystal-health.co.uk. All refund requests will be reviewed and processed by our refunds team in accordance with this cancellation policy and the applicable terms and conditions of supply.

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6. Version Control

Previous Version	Changes	Last Effective Date
v09.03.25	<ul style="list-style-type: none"> Update to B2C kit cancellation table and notes - Hygiene exemption. 	17/02/2026
v08.04.24	<ul style="list-style-type: none"> Full review based on update to general terms and conditions. 	03/03/2025
v07.05.23	<ul style="list-style-type: none"> Update to important notes section 	24/04/2024
v06.11.22	<ul style="list-style-type: none"> Update to important notes section - last 2 main bullet points 	23/05/2023
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 5.2 Addition 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 17/02/2026

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