

Satisfaction or Money Back Guarantee

This statement and the expressions used in this document should be interpreted in accordance with the Regulations for the provision of electronic services by Labplus S.A.

Labplus S.A, based in Wrocław, in order to ensure the highest quality of the service of interpretation of test results by LabTest Checker and satisfaction of Users with LabTest Checker service provided by Labplus, introduces the following rules of this program "Satisfaction or money back guarantee"

The user, **within 14 days** of concluding the contract for the provision of service for interpreting test results using LabTest Checker, may submit a unilateral statement to Labplus that the service provided did not meet the user's expectations.

1. The user submits the completed and legibly signed declaration described in point 1 according to the template attached to the document "Satisfaction or Money Back Guarantee" by post, personally to the address of Labplus S.A. Wyspa Słodowa 7, 50-266 Wrocław, Poland, or in electronic form to the address: reklamacje@labplus.pl,
 - a. providing correct data: name, last name, address of residence, email address, VAT invoice number received, date of contract conclusion, and information about the reason for resignation.
 - b. In case it is not possible to refund the paid service fee via the PAYU account through the electronic payment operator, the User undertakes to provide the correct bank account number for the refund of the paid service fee.
2. Labplus, provided that the User fulfills the requirements specified in points 1 and 2, undertakes to refund the User the price paid for the service by the User within 21 days from the date of receiving the User's declaration described in point 1.
3. Labplus is entitled to amend this statement by providing new content or repealing it entirely while maintaining the previous provisions for agreements concluded before the change.



User's statement template

Labplus S.A. Wyspa Słodowa 7
50-266 Wrocław
POLAND
kontakt@labplus.pl

Date, place _____

Name and surname _____

Address _____

Declaration on exercising the right Satisfaction or money back guarantee

I hereby inform you about exercising the entitlement specified in the document "Satisfaction or Money Back Guarantee" regarding the agreement for the provision of service interpretation of test results using LabTest Checker - the provided service did not meet the User's expectations.

Date of purchase of the service _____

Number of the VAT invoice _____

We make every effort to meet the expectations of our Users, so we would be very grateful if you would let us know why the service of interpreting test results with LabTest Checker did not meet expectations. Please, indicate:

- The interpretation did not provide me with any new information
- The interpretation is not clear to me
- I don't understand/can't complete the medical questionnaire
- I think the interpretation is wrong
- Too expensive for me
- Other reason

I provide the bank account details for the reimbursement of the service fee. In case that the User cannot receive a refund of the paid service fee via PAYU account through the electronic payment operator's website. _____

Signature

