



Om Biohealth UK

TERMS AND CONDITIONS

Clients have the right to a refund if the product has been unopened. Refunds will not be issued in the event of the product being opened.

After product purchase, there will be a grace period of 56 days or 2 months in which the product and service must be utilised from the date of purchase. This includes appointments being undertaken and in the event of a failed appointment, the provider upholds the right to charge an additional appointment fee. It is at the discretion of the provider whether an additional fee will be chargeable – depending on circumstances.

Comments on report results will be made by one of the General Practitioner Doctors or Functional Medical Practitioners – this will be dependent on which service was selected at point of sale.

Please note: comments given will be in an advisory capacity and can never be substituted for diagnostic purposes. The service provider upholds the right to comment on results within the parameters of local laboratory reference ranges and any results outwith these ranges will be subject to analysis of all other biomarkers within the purchased profile for an overview of guidance. In the event that abnormal results are returned, the client will be advised to seek follow up with their own doctor. There will be the opportunity to consult with a private doctor if the client wishes, but this is a separate consultation and not included in the purchase cost of any health screen profile.

In the event of a postponement or cancellation of an appointment. This must be done between 48-24 hours in advance. For example, if the client has a scheduled appointment on Wednesday at 9am, cancelling on the Tuesday at 10am is outwith the 24 hour period and the appointment will not be refunded. In exceptional circumstances, the service provider may postpone the appointment without penalty to the client, but this is at the discretion of the service provider.

Cancellations and postponements of appointments must be done so within Monday to Friday working days. Communications sent outwith these days will not be honoured or responded to.

It is the client's responsibility to understand and agree to these terms and conditions.

Trading as Taylor Health Ltd, Suite 17, 11 Alexander St, Glasgow G81 1SQ

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