

True Medtests Refund and Cancellation Policy

At True Medtests, we are committed to providing convenient and reliable mobile diagnostic services. Please review our policy regarding cancellations, rescheduling, and refunds.

1. No-Refund Policy

True Medtests LLC ("we," "us," or "our") maintains a strict no-refund policy for all services rendered, including but not limited to:

- On-site mobile lab testing (e.g., drug screens, DNA tests, CLIA-waived diagnostics)
- Booking fees or travel surcharges
- Canceled or missed appointments

By using our services, you acknowledge and agree to this policy.

2. Cancellation and Rescheduling Policy

We understand that unforeseen circumstances can arise. Our policy is designed to ensure efficient scheduling and resource allocation for our mobile team.

- **Cancellations:** Cancellations made less than 24 hours prior to the scheduled appointment time will incur a \$50 non-refundable administrative fee.
- **Rescheduling:** Appointments may be rescheduled without penalty with at least 24 hours' notice prior to the original scheduled appointment time. Same-day rescheduling is subject to a \$25 fee, which may be waived for documented emergencies at our discretion.
- **No-Shows:** If a client fails to be present at the agreed-upon location at the scheduled appointment time, and no prior cancellation or rescheduling notification was received, this will be considered a "no-show." No-shows will result in a forfeiture of the full service fee.

3. Exceptions

Refunds or credits may be issued only in the following circumstances:

- **Test Cancellation by True Medtests:** If we cancel your appointment due to unforeseen circumstances (e.g., equipment failure, unforeseen operational issues), you will receive a full refund or the option to reschedule.
- **Billing Errors:** Proven duplicate charges or technical payment issues.

Please Note: No refunds are provided for client no-shows or late cancellations (<24 hours' notice), dissatisfaction with test results (all tests are performed per CLIA standards), or changes to personal schedules.

4. Contact for Changes

To cancel or reschedule an appointment, please contact us via:

- **Email:** info@truemedtests.com
- **Phone:** (779) 204-0414

5. Acknowledgment

By booking a test with True Medtests, you confirm that you have read, understood, and agreed to this No Refund Policy.

6. Jurisdiction

This policy is governed by the laws of Rockford, Illinois, and Winnebago County, and applies to services rendered in these and surrounding areas.

7. Payment Methods

We accept Debit and Credit cards for our services.