

True Medtests Service Agreement and Terms of Service

Effective Date: July 26, 2025

Welcome to True Medtests LLC ("True Medtests," "we," "us," or "our"). We provide convenient, mobile diagnostic testing services. By accessing or using our services, you agree to be bound by these Service Agreement and Terms of Service ("Terms"). Please read them carefully.

1. Acceptance of Terms

By booking an appointment or utilizing any service provided by True Medtests, you acknowledge that you have read, understood, and agree to comply with these Terms, our Refund and Cancellation Policy, and our Privacy Policy. If you do not agree with any part of these Terms, you may not use our services.

2. Services Provided

True Medtests offers a range of mobile diagnostic services, including but not limited to clinical testing (blood work, urinalysis, health screenings), DNA testing (paternity, family relationship, legal, prenatal), employment testing (drug and alcohol screening, pre-employment, reasonable suspicion, post-accident), and specialized services (workers' compensation, family law support, immigration testing, mobile collection). All services are performed by qualified personnel in accordance with applicable industry standards and CLIA regulations where relevant.

3. Client Responsibilities

As a client, you agree to:

- Provide accurate and complete information necessary for the requested services.
- Be present at the agreed-upon location at the scheduled appointment time.

- Follow all instructions provided by True Medtests personnel regarding sample collection and testing procedures.
- Ensure a safe and appropriate environment for our mobile team to perform services at your location.
- Understand and adhere to our Refund and Cancellation Policy.

4. Payment and Fees

Payment for services is due at the time of booking or service, as agreed upon. We accept Debit and Credit cards. All fees are subject to our Refund and Cancellation Policy. You are responsible for any applicable taxes.

5. Test Results and Confidentiality

Test results will be provided to you in a confidential manner. For most standard tests, results are typically available within 3-5 business days. Most rapid drug screen results are available within 15-30 minutes of collection. Please note that turnaround times are estimates and may vary due to factors such as test complexity, volume, or unforeseen circumstances. We will communicate any significant delays. We adhere to strict privacy protocols in accordance with HIPAA and other relevant privacy laws. We will not share your personal health information without your explicit consent, except as required by law.

6. Limitation of Liability

True Medtests strives for accuracy and professionalism in all services. However, we are not responsible for:

- Inaccurate results due to incorrect information provided by the client.
- Delays or inability to perform services due to circumstances beyond our reasonable control (e.g., severe weather, traffic, emergencies).
- Any indirect, incidental, special, consequential, or punitive damages arising from your use of our services.

Our total liability to you for any claim arising out of or relating to these Terms or our services will not exceed the amount you paid for the specific service in question.

7. Disclaimer of Warranties

Our services are provided "as is" and "as available" without any warranties of any kind, either express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or non-infringement. We do not warrant that our services will be uninterrupted, error-free, or completely secure.

8. Governing Law and Jurisdiction

These Terms shall be governed by and construed in accordance with the laws of the State of Illinois, specifically within Winnebago County, without regard to its conflict of law principles. Any disputes arising under or in connection with these Terms shall be subject to the exclusive jurisdiction of the state and federal courts located in Winnebago County, Illinois.

9. Changes to Terms

True Medtests reserves the right to modify these Terms at any time. We will notify you of any changes by posting the updated Terms on our website. Your continued use of our services after such modifications constitutes your acceptance of the revised Terms.

10. Contact Information

For any questions regarding these Terms or our services, please contact us at:

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

Additional Information Needed to Strengthen this Service Agreement:

To make this Service Agreement more comprehensive, please consider providing:

- **Expected Turnaround Time for Results:** A general timeframe for when clients can expect to receive their test results. This can be a range or