

Satisfaction guarantee or your money back

This statement and the expressions used herein shall be interpreted in accordance with the content of the Regulations for the provision of electronic services by Labplus Spółka Akcyjna.

Labplus S.A. having its registered office in Żerniki Wrocławskie, in order to ensure the highest quality of the service of test result interpretation by means of LabTest Checker and satisfaction of its Users with the service provided by Labplus introduces the following rules of the present programme "Guarantee of satisfaction or money back."

1. The User may, **within 14 days** of the conclusion of the contract for the service of interpreting test results and, with the help of LabTest Checker between the User and Labplus, make a unilateral statement to Labplus that the service provided has not met the User's expectations.
2. The user submits to Labplus a completed and legibly signed statement described in point 1 according to the template attached to the document "Satisfaction Guarantee or Money Back" by post, personally to the address of Labplus S.A. 41 Strzelińska Street, 55-010 Żerniki Wrocławskie, or electronically to the address: reklamacje@labplus.pl,
 - a. by providing the correct details: first name, surname, home address, e-mail address, the number of the VAT invoice received, the date of conclusion of the contract, and the reason for cancellation,
 - b. In the event that it is not possible for the User to refund the price paid for the service via the PAYU account via the website of the electronic payment operator, the User undertakes to provide a correct bank account number for the refund of the price paid for the service.
3. Labplus, subject to the User's compliance with the requirements set out in points 1 and 2, undertakes to reimburse the User for the price paid for the service by the User within 21 days of receipt of the User's statement described in point 1.
4. Labplus shall be entitled to amend this declaration by providing new content or to repeal it in its entirety while retaining the existing provisions for contracts concluded prior to the amendment.

Model user declaration

Place, date

.....

User's name

.....
.....

Your home address

.....

Your e-mail address

Labplus S.A.
41 Strzelińska Street
55-010 Żerniki Wrocławskie
reklamacje@labplus.pl

Statement on the exercise of the entitlement Satisfaction guarantee or money back

I hereby inform you that I am exercising the entitlement set out in the document "Satisfaction Guarantee or Money Back" regarding the contract for interpreting test results with LabTest Checker - the service provided did not meet your expectations.

Date of contract

Received VAT invoice number

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 LabTest Checker test result interpretation service did not meet expectations. Please indicate:

- The interpretation did not provide me with any new information
- The interpretation is incomprehensible to me
- I don't understand/can't complete the medical questionnaire
- I believe that the interpretation is wrong
- The service is too expensive for me
- Another reason. What is it? _____

I give the bank account number for the refund of the price paid for the service, in the event that it is not possible for the User to refund the price paid for the service through the PAYU account via the website of the electronic payment operator,.....

.....

Legible signature of the user