

Policy for FDX Blood Tests on Healthpath Pro

This document outlines important information about FDX blood tests (both centrifuged and non-centrifuged), specifically concerning the penalties and refund policy. Please be aware of these details before undergoing any FDX blood test.

Important Information

It is essential you follow the test instructions included with your test kit, to ensure your sample meets the standards to perform a full and accurate test.

FDX blood tests require a blood sample taken via a blood draw, which must be performed by a doctor or phlebotomist. There must be a centrifuge facility on site in order to accommodate all tests. **To book a blood draw, please see 'Find a blood draw' at [functionaldx.com](https://www.functionaldx.com).** Practitioners, please ensure you recommend this to your clients.

FDX Blood Test Admin Fees

Arrange for your blood to be drawn and sent to us Monday to Thursday only. Please ensure the next working day is not a bank holiday or a weekend in the UK or Ireland. This will help to prevent delays and invalidation of your blood samples, leading to rejection and **an admin charge of £15**.

Please note, your 'Patient Request Form' **MUST** be included with your blood samples. If this form is not received your blood samples cannot be processed, and **an admin fee of £25 will be applied**.

Please note, as per your test instructions, **you must bear the cost of returning your blood samples** (to Functional DX in the UK).

You must complete your test within 90 days of purchase. When you place an order, the test kit is valid for 90 days from date of purchase, and you have 90 days to complete the test. After 90 days the kit is invalid and the test void, and no cancellations or refunds will be provided.

Refund Policy

Can I get a refund for my test?

If orders or payments are cancelled **within 45 days of the placement of order** for any reason prior to commencement or use of FDX's services, you will be entitled to a refund of any monies paid in relation to those services not used.

Please note that a refund is dependent on all consumable materials being returned to FDX in an unused and resalable condition, in a plastic postal bag to maintain their integrity.

If materials are not returned in an unused and resalable condition, FDX reserved the right to charge a **non-negotiable administration fee of £30.**

Can I get a refund if I cancel my order after 45 days?

For orders cancelled between 46 and 70 days after order, a 50% refund will be offered, subject to the return of materials in an unused and resalable condition. FDX reserves the right to charge a cancellation fee, including an additional administration fee of £30.

Can I get a refund if I cancel my order after 70 days?

For orders cancelled between 71 and 90 days after order, a 30% refund will be offered, subject to the return of materials in an unused and resalable condition. FDX reserves the right to charge a cancellation fee, including an additional administration fee of £30.

Can I get a refund if I cancel my order after 90 days?

No. All cancelled orders that are more than 90 days old from the date of order are deemed null and void, and no refunds are available or will be made.

Please return kits to:

FunctionalDX Labs

C/O Medical Diagnosis

Unit 12, Central Business Centre

Iron Bridge Close

London NW10 0UR