

Covid-19 (Coronavirus) Self-Test - Conditions of Use

You agree that by using the Covid-19 testing services you agree to and accept these Conditions of Use. These Conditions of Use will prevail over any other terms and conditions provided to you in relation to the test.

The Collinson Self-Testing Product Range

For the purposes of this contract these are the testing services which are currently available in the Collinson Self Testing range:

- Pre-Departure Antigen Unsupervised Self-Test
- Pre-Departure Antigen Supervised Video Self-Test
- Lateral Flow Antigen (non-Travel)

Tests and Sampling Methods

Collecting the sample will take approximately 5 minutes. The purpose of the test is to pick up the presence of the actual virus in the nose or throat.

The Pre-Departure Supervised Video Antigen Self-Test and the Pre-Return Supervised Antigen Self-Test requires a video appointment with a medical practitioner, who will instruct you on how to carry out your test.

The Pre-Departure Unsupervised Photo Antigen Test and Pre-Return Antigen Unsupervised Self-Test requires you to book an appointment for your results photo to be evaluated and your results processed, you will not be meeting with a medical practitioner as part of this appointment, but they will be reviewing your results remotely.

Both Pre-Departure Video Antigen and Pre-Departure Unsupervised Antigen SelfTest kits require an appointment to be booked at the point of purchase.

A positive result indicates that the test has detected the presence of Covid-19 virus. A negative result means that the test has not detected evidence of the Covid-19 virus. Testing is a biological process involving significant complexity and variability, and consequently no testing regime for Covid-19 is 100% accurate in all cases. A negative result does not guarantee that the test subject is free of the Covid-19 virus, nor does a positive result guarantee that the test subject has active, infectious Covid-19. All testing is conducted on this basis.

Please note that Lateral Flow Antigen (non-Travel) Test kit does not require you to share your result with us and you will not be issued a certificate.

Test results for Pre-Departure Tests and any comments given by us are for information only. They are not a clinical diagnosis. They are not a replacement for a full and proper medical investigation and/or a doctor's advice. Our comments are based solely on the results in relation to what are considered normal ranges in the general population. If you have any concerns at all regarding any aspect of your health or your test results you should discuss them directly with your GP or a doctor. Based on the results of your test(s) we may advise that you purchase a follow-up test or that you see your GP for further investigation or both.

You agree that you are solely responsible for acting on such guidance, we accept no liability if you choose not to do so. Third Party Test Certificates Collinson test results are issued in a standard format. Where customers are able to request issuance to an alternative third-party certificate standard (for example "CommonPass®"), the following terms and conditions apply: Third-party certificates can be provided either to you directly or to nominated third parties if requested as part of the booking process upon the appropriate consent being provided through the acceptance of our Privacy Notice. This service is subject to technical and staff availability. Collinson assumes no liability for the use of Third Party Test Certificates or their acceptance for any intended purpose. TEST BOOKINGS In order to purchase a Self-Test Kit you must register and book online at <https://collinsonselftest.com/> and select the relevant test type you require.

Please note that a separate registration and a unique email addresses will be required for each Test Kit purchased. The service is subject to laboratory capacity, postal services, specially trained staff and stock availability. The individual registering Test Kits on behalf of others must have required prior consent of all parties or their parent/guardian to do so and for test results to be sent to the nominated email address.

Appointment amendments

Amendments to Self-Test appointments are strictly subject to availability and test operating hours. Bookings are non-transferrable; any permitted amendments can only be made for the original individuals under the booking. No name changes are permitted.

For the avoidance of doubt, changes to the test type or test package booked cannot be made; such changes require a new booking.

Cancellation, Returns and Refunds of Self Testing kits

Please note all refunds are subject to £10 fee for single kits and £5 for each additional kit, this is due to administration and processing costs as we are not able to accept returns of medical consumables, regardless if unused. This amount will be deducted from the refund total.

Use of Vouchers and Discount Codes Voucher and discount codes are subject to availability and cannot be used in conjunction with any other offer. We reserve the right to withdraw the offer at any time. We do not guarantee that vouchers and discount codes will operate to successfully apply a discount, no liability in any form whatsoever is accepted in the event that they do not. In the event of an error in a discount or voucher being applied we do not accept any liability, but in such an event please contact.

Use of Testing

We offer these tests as a possible way of satisfying the differing requirements of various countries for negative Covid-19 test results prior to travelling to their territories, and also

Mandatory Testing requirements for Inbound Travel to the UK . However, please note you are solely responsible for determining that the test you are taking is suitable for your particular requirements, including whether any particular test satisfies the standards you are seeking to meet (whether for entry into any particular international destination, to comply with UK legislation.

We or our partner laboratory may be legally required to share certain information with UK Health Security Agency, or other governmental organisations, in relation to your test, including and not limited to: personal information (e.g. name and date of birth); the result, whether negative or positive; and confirmation that the sample is one that the laboratory has tested for us. This information may be used as part of any Test and Trace service being operated by the government in your jurisdiction.

Please find a link to our [privacy notice here](#). By purchasing a Self-Test Kit you accept the terms of this privacy notice.

We are not able to offer test kits to anyone under the age of 16 unless for children aged 12-15 the registration process is completed by their legal guardian, written consent is provided, and a responsible adult attends the video appointment. For children aged 11 years old and under the registration process must be completed by their legal guardian, written consent must be provided, and the legal guardian must attend the appointment. We are also not able to sell Self-Test Kits on a Collinson Testing site in the following circumstances, however kits may be purchased online.

- If have had a positive test for Covid-19 or developed any of the symptoms of Covid-19 within 10 days prior to their appointment. Symptoms include: a new, continuous cough; a fever (temperature over 37.8°C); loss of sense of taste or smell; or new flu-like symptoms (runny or blocked nose; sore throat; shortness of breath; muscle aches and pains; headaches; overwhelming tiredness).
 - If your household members or other people you have been in contact with have had a positive Covid-19 test or developed the symptoms above in the 14 days prior to the appointment.
 - If you have had contact with a confirmed positive case of Covid-19 in the 14 days prior to the appointment as confirmed by the governments test and trace service, or other public health authority.
 - You have returned from a country in the 14 days prior to their appointment, which requires a quarantine period under UK government guidelines.
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- If any of the above apply to you, please wait the appropriate time period, and we will be happy to book your appointment.

By accepting these Conditions of Use you agree to follow the guidance provided by us and our medical partners. We accept no liability for any loss or damage caused by non-compliance with this guidance.

Our Liability

To the extent permitted by law, we, other members of our group of companies and all third parties connected to us hereby expressly exclude:

1. All conditions, warranties and other terms which might otherwise be implied by statute, common law or the law of equity
2. Any liability for any direct, indirect or consequential loss or damage incurred in any circumstances including but not limited to: any issues experienced in relation to booking a test, non-availability of the testing services for any reason including but not limited to technology issues, the laboratory being unable to test your sample for any reason; test results not being made available to you within the stated turnaround time; tests or results being damaged or lost, inaccurate test results, you missing your flight or incurring any other loss as a result of any delay to our services, adverse or an inconclusive test result being returned, your failure to follow instructions provided to you in relation to sample collection or pre-sample preparation requirements, such as fasting; your failure to act upon our advice if we recommend that you seek medical advice or attention having taken a test; your failure to attend a pre-booked appointment.; loss or damage that is not foreseeable.
3. Liability for events outside our control. This includes but is not limited to failure to perform, or delay in performance of, any of our obligations under a Contract that is caused by any act or event beyond our reasonable control. Our obligations under a Contract will be suspended and the time for performance of our obligations will be extended for the duration of the event outside our control. You may cancel a Contract affected by an event outside our control which has continued for more than 30 days. To cancel, please contact us. Our total liability to you resulting from a Contract is limited to the total value of that Contract - meaning the price of the services you paid to us.

Right to vary these Terms

We may amend the Terms from time to time as required. **OTHER IMPORTANT TERMS** We may transfer our rights and obligations under a Contract to another organisation, but this will not affect your rights or our obligations under the Terms. This Contract is between you and us. No other person shall have any rights to enforce any of its terms, whether under the Contracts (Rights of Third Parties) Act 1999 or otherwise. Each of the paragraphs of the Terms operates separately. If any court or relevant authority decides that any of them are unlawful or unenforceable, the remaining paragraphs will remain in full force and effect. You accept that communication with us will mainly be electronic. You agree to this electronic means of communication and you acknowledge that all, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights. If we fail to insist that you perform any of your obligations under the Terms, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.

How to make a complaint

If you are dissatisfied about the products or service that we have provided, you can raise a complaint with us by email at customerrelations@collinsongroup.com. Every effort will be made to resolve any customer dissatisfaction. We'll always aim to resolve complaints in a timely manner, normally within 5 working days, but if further investigation is required, you will be informed of this and kept up to date with progress. Once we have closed our investigation, we'll write to you to communicate our outcome. **GOVERNING LAW** Please note that the Terms are governed by English law. This means a Contract for the purchase of services through our site

and any dispute or claim arising out of or in connection with it will be governed by English law. You and we both agree that the courts of England and Wales will have exclusive jurisdiction

[Back to Home](#)