



1) Patient Terms & Conditions (Diagnostics-Only) 260209a

Patient Terms and Conditions – Diagnostic Services

1. About Our Service

We provide home-based sleep diagnostic testing and reporting. Our service is limited to diagnostic assessment only and does not include treatment, prescribing, or ongoing clinical management.

2. Eligibility

You must be aged 18 or over and have been referred by a healthcare professional, or have self-referred, to use our services.

3. Our Responsibilities

We will:

- provide diagnostic equipment and instructions
- analyse the data collected
- prepare a clinically reviewed diagnostic report
- deliver your report securely

4. Your Responsibilities

You agree to:

- follow setup instructions
- use equipment as directed
- return equipment promptly
- provide accurate information

Failure to do so may affect test quality.

5. Fees and Payment

All fees are payable in advance unless otherwise agreed. Prices include all services listed at booking.

6. Limitations

We do not:

- provide medical treatment
- prescribe medication
- provide ongoing care

All clinical decisions remain with your treating clinician.

7. Liability

Our liability is limited to the value of the service provided, except where prohibited by law.

8. Cancellation and Refunds

See our Refund Policy.

9. Complaints

See our Complaints Procedure.

10. Governing Law

These terms are governed by English law.

2) Refunds & Cancellation Policy

Refunds and Cancellation Policy

Cooling-Off Period

If you book online or by phone, you have a 14-day cooling-off period from booking. You may cancel within this period for a full refund unless the service has already begun with your consent.

After Service Has Started



Once equipment has been dispatched or testing has commenced, refunds may be reduced to reflect costs incurred.

Non-Refundable Circumstances

Refunds will not normally be issued where:

- equipment is lost or damaged
- instructions were not followed
- data is unusable due to user error

Service Failure

If testing fails due to our fault, we will offer:

- a free repeat test, or
- a refund

How to Request a Refund

Requests must be made in writing to: services@stowood.com

2) **Complaints Procedure**

Complaints Procedure

How to Make a Complaint

Complaints may be made:

- by email: services@stowood.com
- by post: Stowood, Common Road, Beckley, Oxford OX3 9UP
- by phone: 01865 358860

Our Response

We will:

- acknowledge within 3 working days
- investigate promptly
- provide a full response within 20 working days

Escalation

If you remain dissatisfied, you may contact:

Care Quality Commission

03000 616161

www.cqc.org.uk

No Detriment

Making a complaint will not affect your care.

3) **Privacy Notice – Patients**

Who We Are

We are Stowood Scientific Instruments Ltd., a provider of diagnostic services.

What Data We Collect

We collect:

- personal details
- health information
- contact details
- payment information

How We Use Your Data

We use your data to:

- provide diagnostic services
- prepare reports
- communicate with you



- meet legal obligations

Lawful Basis

We process data under:

- provision of healthcare
- legal obligations
- your consent

Who We Share Data With

We may share data with:

- your referring clinician
- authorised clinical staff
- regulators where required

Your Rights

You may request access, correction, or deletion of your data.

Contact: services@stowood.com