



1) Patient Terms & Conditions (Diagnostics-Only) 260507a

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. Equipment Use and Return

The diagnostic equipment provided remains the property of Stowood at all times.

You agree to:

- use the equipment in accordance with instructions
- keep it safe and undamaged
- return it using the provided packaging on the day of completing the test

Late or Non-Return

If equipment is not returned within 7 days of completion of the test and we have not been informed of exceptional circumstances, we reserve the right to charge an equipment recovery or replacement fee.

Repeated failure to return equipment may result in additional charges.

Loss or Damage

You are responsible for the equipment while it is in your possession. If equipment is lost, stolen, or damaged beyond reasonable wear, you may be charged the reasonable cost of repair or replacement. A fully refundable security deposit of £150 is charged at the time of booking to cover the diagnostic equipment sent to you. This deposit will be refunded in full to your original payment method within 7 working days of our receiving the equipment back in satisfactory condition. The deposit is separate from the service fee and is not payment for any service.

6. Fees and Payment

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

7. Limitations

We do not:

- provide medical treatment
- prescribe medication



- provide ongoing care

All clinical decisions remain with your treating clinician.

8. Liability

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

9. Cancellation and Refunds

See our Refund Policy.

10. Complaints

See our Complaints Procedure.

11. 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

Equipment Deposit A £150 security deposit is taken at booking and is fully refundable provided:

- the equipment is returned within the agreed timeframe
- the equipment is returned undamaged and in working order
- all components included in the original shipment are returned

The deposit will not be refunded, or may be partially withheld, where equipment is returned damaged, lost in transit on the return journey (where the patient has not used the pre-paid return label provided), or not returned within 14 days of the agreed return date without prior agreement.

Refunds of the deposit are processed within 7 working days of equipment receipt and will be returned to the original payment method.

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