

Terms and Conditions

Language:

This site is available in English.

Prices and conditions of sale

The price of the test(s) quoted on the website are amended from time to time. All payment must be made in sterling.

Payments made online

You may send your order via the online ordering system, including your payment card details.

Payment must be received in full prior to the shipping of any Sample Collection Pack or Home Test Kits. All prices quoted include VAT.

Order Confirmation

When you send your order over the internet, CNS will send you an order confirmation by email. All order confirmations will be sent on or before (but no later than) delivery of your sample collection pack or home test kit.

Shipping

After your payment has been processed we will forward you the necessary Sample Collection Pack / Home Test Kit needed. This should be dispatched within 5 working days depending on stock.

All despatch dates quoted are approximate only. All shipments are sent first class or by courier. No specific times will be allotted to delivery.

It is the express responsibility of you to inspect your order immediately upon delivery. You shall notify CNS within 7 days of delivery in respect of any damage to the sample collection pack(s) / Home Test Kit(s), shortfall or incorrect specification being delivered. If you do not notify CNS within 7 days following delivery, the order received shall be deemed in accordance with the order placed by you and completely satisfactory

Delivery of your test results

CNS aims to deliver your Test Results within 10-15 working days of receipt by CNS of your returned sample(s). If CNS are unable to deliver your Test Results within 30 days, CNS will contact you using the means by which your order confirmation was sent, giving you details of the likely delivery date and giving you the option to cancel your order if you would rather not wait. If you decide to cancel your order, CNS will issue a refund of the full price of the Test(s).

Privacy

Any information that you or other users provide to CNS are subject to our [Privacy Policy](#) which governs our collection and use of your information. You understand, that through your use of our Services (Contractual Obligation) and to provide you with our Services, it is necessary for CNS to collect and use (as set forth in the Privacy Policy) this information, including the transfer of information to other EU countries for processing. Furthermore, as part of providing you the services, we may need to provide you with certain communications, such as service announcements, and administrative messages. These communications are considered part of the Services.

Sample Retention Policy

Serum and Plasma samples are stored frozen and retained for a period of 1 month, in accordance with the Royal College of Pathologists Guidelines. Additional testing or re- tests will only be performed upon specific request by the client. Samples will be disposed of after this period by incineration.

Practitioner Undertakings

When promoting the use of any Product supplied by CNS, the Practitioner shall not use any advertising materials or promotional literature or make any Product claims without Omega's prior written consent. For the avoidance of doubt, the Practitioner shall not;

- make any claims which are false or misleading in relation to any Product supplied by CNS to the Practitioner in accordance with these terms or conditions;
- make any claims which are false or misleading which the Practitioner uses to promote any Product supplied by CNS including testing for the presence of IgG antibodies in the area of Food Intolerances or Food Sensitivities;
- make any written statement as to the quality or manufacture of the Products supplied by CNS without the prior written approval of Omega.

Indemnity

The Practitioner agrees to indemnify, defend and hold Omega harmless against all costs, claims, proceedings, expenses (including reasonable legal fees) and damages resulting from the use of any Product supplied by CNS to the Practitioner which arise as result of the Practitioner's breach of its Undertakings under these terms and conditions, unless such costs, claims, proceedings, expenses or damages result from a gross negligent or wilful act of Omega.

Order Cancellation and Refund

All orders may be cancelled and refunded prior to the issue of the sample collection pack(s) or Home Test Kit(s).

Under the Distant Selling Regulations you may cancel the order within 14 days following the date it was received. To do this you must either notify CNS by email or send a letter to the address provided on the website informing CNS that the order is being returned under the "14 day cooling off period". A refund will be made within 30 days of receiving the cancellation request. Further details of the Distant Selling Regulations can be found at: <https://www.gov.uk/online-and-distance-selling-for-businesses/overview>

Refunds will not be given after the sample collection pack(s) or Home Test Kit(s) has been used.

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In purchasing our products you are agreeing with our terms and conditions and therefore agree not to sell Food Detective, FoodPrint Kits or any of the other tests we offer outside of England, Scotland and Wales.

Test results

Cambridge Nutritional Sciences provides support on any test results and where necessary will also advise the assistance of a professional health care provider. Any advice given does not supersede advice given by a medical doctor and medical concerns should be referred to a medical doctor.

Legal Information

“CNS” and “Cambridge Nutritional Sciences” are trade names owned by Omega Diagnostics Ltd (“Omega”) whose registered office is at:

Omega House
Hillfoots Business Village
Alva
Clackmannanshire
FK12 5DQ

Registered number SC107178

Any reference to CNS in these terms and conditions applies to Omega Diagnostics Ltd as the legal trading entity.

Contact Information

Cambridge Nutritional Sciences Eden
Research Park,
Henry Crabb Road,
Littleport,
Cambridgeshire CB6 1SE.
Tel: 01353 863279 Fax: 01353 863330
Email: orders@camnutri.com