



LJ MEDICAL

HEALTH & WELLNESS CLINIC

COVID-19 TESTING REFUND POLICY

The LJ Medical Team and our partner laboratories work diligently to process every test in a timely manner and deliver on our promised turnaround times, but unexpected logistics issues can occasionally delay test results. The below policy outlines the levels of refunds you are entitled to should your test result be delayed.

PCR Test Priority

1. If the results are late by 6 hours or less, you are eligible for a 30% refund.
2. If the results are late from 6 to 12 hours, you are eligible for a 50% refund.
3. If the results are more than 12 hours late, you are eligible for a full refund.

Cancellations

If you are unable to keep a scheduled appointment, you must call at least one (1) business day in advance (24-HR from appointment time) or we may consider you a “no-show.” Also, appointments can be canceled/rescheduled directly from your appointment confirmation email if unable to reach us by phone or doing so after regular business hours.

No-shows: If you miss your appointment, you may be charged a \$50.00 fee for a missed appointment or canceling less than 24-HR to your appointment time. This fee cannot be billed to insurance.