

Xpress One Labs, LLC – Terms and Conditions

1. Acceptance of Terms

By accessing or using the services of **Xpress One Labs, LLC** (“Company,” “we,” “our”), you agree to be bound by these Terms and Conditions. These Terms apply to all clients, patients, and users of our website, scheduling platforms, and laboratory services.

2. Services Provided

- Xpress One Labs provides **laboratory testing, compliance-driven screening, and related support services** in accordance with federal, state, and local regulations.
- All services are subject to **HIPAA privacy standards** and applicable court compliance requirements.
- Services may include specimen collection, diagnostic testing, reporting, and digital intake workflows.

3. Eligibility

- Clients must be at least **18 years of age** or legally authorized to request services.
- Court-ordered or employer-mandated testing requires valid documentation and compliance with governing authorities.
- We reserve the right to decline services if documentation or identification is incomplete.

4. Payment & Billing

- Fees are due at the time of service unless otherwise arranged through employer, court, or agency contracts.
- Accepted payment methods include credit/debit card, apple pay, zelle, cash app and approved third-party billing.
- Late or declined payments may result in suspension of services and reporting delays.

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Use of this site and our services is subject to our Terms and Conditions and Privacy Policy. Xpress One Labs operates in compliance with HIPAA and applicable state and federal regulations. For court-ordered or employer-mandated testing, strict chain-of-custody protocols apply.

5. Privacy & Confidentiality (HIPAA Compliance)

- All personal health information (PHI) is protected under **HIPAA** and applicable state privacy laws.
- Test results are released only to authorized parties (client, employer, court, or designated agency).
- Digital intake and scheduling systems are encrypted and monitored for compliance.
- Clients may request copies of their records in accordance with HIPAA's right-of-access provisions.

6. Court & Compliance Obligations

- Xpress One Labs operates under strict **court-compliant protocols** for specimen handling, chain of custody, and reporting.
- Failure to comply with scheduled testing or documentation requirements may result in reporting to the appropriate authority.
- We are not responsible for legal outcomes resulting from client non-compliance.

7. Liability Disclaimer

- Services are provided "as is" and results are based on laboratory analysis at the time of testing.
- Xpress One Labs is not liable for misuse of test results, delays caused by third parties, or consequences outside our control.
- Clients are responsible for ensuring that test results are submitted to the proper authority.

8. Governing Law

- These Terms are governed by the laws of the **State of Alabama and the State of Georgia, United States**.
- Any disputes shall be resolved in the jurisdiction where services were rendered.

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9. Amendments

- Xpress One Labs reserves the right to update these Terms and Conditions at any time.
- Updated versions will be posted on our website and made available upon request.
- Continued use of services after updates constitutes acceptance of the revised Terms.

10. Branding & Professional Outreach

- All communications, reports, and digital assets are branded under **Xpress One Labs, LLC** to ensure professional consistency.
- Outreach materials (forms, intake packets, compliance checklists) are designed to reflect our commitment to **confident, compliance-forward service delivery**.

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