

# Terms and Conditions

Updated: Monday, March 07, 2022

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## Agreement between User and VeniDirect LLC

Welcome to [www.venidirect.com](http://www.venidirect.com). The [www.venidirect.com](http://www.venidirect.com) website (the "Site") is comprised of various web pages operated by VeniDirect LLC ("VeniDirect"). [www.venidirect.com](http://www.venidirect.com) is offered to you conditioned on your acceptance without modification of the terms, conditions, and notices contained herein (the "Terms"). Your use of [www.venidirect.com](http://www.venidirect.com) constitutes your agreement to all such Terms. Please read these terms carefully, and keep a copy of them for your reference.

### Privacy

Your use of [www.venidirect.com](http://www.venidirect.com) is subject to VeniDirect's Privacy Policy. Please review our Privacy Policy, which also governs the Site and informs users of our data collection practices.

### Electronic Communications

Visiting [www.venidirect.com](http://www.venidirect.com) or sending emails to VeniDirect constitutes electronic communications. You consent to receive electronic communications and you agree that all agreements, notices, disclosures and other communications that we provide to you electronically, via email and on the Site, satisfy any legal requirement that such communications be in writing.

### Your Account

If you use this site, you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your account or password. You may not assign or otherwise transfer your account to any other person or entity. You acknowledge that VeniDirect is not responsible for third party access to your account that results from theft or misappropriation of your account. VeniDirect

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and its associates reserve the right to refuse or cancel service, terminate accounts, or remove or edit content in our sole discretion.

### **Children Under Thirteen**

VeniDirect does not knowingly collect, either online or offline, personal information from persons under the age of thirteen. If you are under 18, you may use [www.venidirect.com](http://www.venidirect.com) only with the permission of a parent or guardian.

### **Insurance and Medicare Coverage and Liability**

VeniDirect does not accept payment from private insurance providers or federal programs. Payments are "fee for service" and are the responsibility of the ordering party. A valid credit or debit card payment method is required for scheduling, confirming, and securing an appointment with VeniDirect. Services are priced as marked and agreed upon when booking appointments, ordering services via the VeniDirect online ordering platform, or when using the mobile device service ordering app.

### **Ordering Documentation and Appointment Scheduling Requirements**

Neither VeniDirect LLC, nor VeniDirect's field technicians will accept, process, or service anything other than valid and official physician orders, and laboratory requisitions that are signed (physically or electronically). We will not accept unofficial documents, handwritten orders without the signature of the physician, or other forms of questionable documentation. VeniDirect may determine a document or requisition is unacceptable after confirming an appointment. In this case, you will be notified by the VeniDirect processing department and you will be required to submit appropriate order documentation, or the appointment will be canceled. Laboratory test requisitions cannot be written, generated, or prescribed by VeniDirect. VeniDirect cannot add any additional tests to a requisition without valid documentation from your physician.

### **Risks/Discomforts**

The risks of having blood drawn include temporary pain from the needle stick, bruising, and rarely, infection. Some patients may experience dizziness, possibly lightheaded or rarely fainting. In this case, the needle will be removed and the phlebotomist will proceed to keep the patient comfortable.

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## Laboratory Results

VeniDirect staff will not have access to, or be responsible for delivering, facilitating, or delivering laboratory test results. Lab results are confidential and usually provided directly to your ordering physician by the laboratory. For questions regarding your laboratory results, please contact your physician.


## Cancellations

The cancellation process can be completed by logging into your VeniDirect account or by contacting VeniDirect during regular business hours at (971) 272-8364 or after hours at [customerservice@venidirect.com](mailto:customerservice@venidirect.com) There are the following cancellation fees:

1. Cancellations made up to **24 hours before a scheduled appointment** via email, text, or phone call will be processed without a penalty.
2. Cancellations made **24 hours or less before a scheduled appointment** will be subject to a charge of either 100% of reserved service or \$50, whichever is greater. This includes appointments where our service provider is unable to access the property, is turned away, or the patient is unavailable.
3. If VeniDirect cancels an appointment with less than 24 hours' notice, a new appointment will be scheduled without penalty to the patient, subject to availability.

## Rescheduling or Modifying Booked Appointments

Rescheduling or modifying your confirmed appointment can only be done by contacting VeniDirect directly at (971) 272-6384 or by logging into your VeniDirect account. You must have your modifications accepted, processed, and confirmed by a VeniDirect representative no less than 24 hours before your original scheduled appointment. VeniDirect will NOT credit any fees collected according to this rescheduling policy for the new rescheduled or modified appointment. The rescheduling and modification fee schedule is as follows:

1. Rescheduling or modification of a booked appointment can be made up to 24 hours before the beginning of your confirmed appointment time without incurring a fee.
  2. Rescheduling or modification of a booked appointment within 24 hours before the start of your confirmed appointment time will be charged a fee of 50% of the requested service fee.
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3. Rescheduling or modifying a Monday appointment must be done by 2:00 PM on Friday so that the assigned field technician can be notified and those on our waiting list can be contacted. As an alternative, you can reschedule or modify your appointment using the mobile app.

Any fees collected by VeniDirect according to the rescheduling policy **will not** be credited toward the rescheduled or modified appointment. Rescheduled and modified appointments will be processed as a **NEW** appointment and charged in full according to our standard appointment fee and payment processing.

### **Difficult Draws**

To ensure that our field technician has the proper equipment on hand, you must notify VeniDirect in advance if you consider yourself a "difficult draw." In order to avoid hemolysis or clotted specimens, the use of butterfly needles is limited to pediatric patients and patients with very small veins.

In addition to being highly trained, our field technicians are dedicated to making the experience as pleasant and pain-free as possible for patients. In rare circumstances, however, they may not be able to collect a sample (difficult draw), in which case you will need to visit your local PSC or make alternate arrangements with your healthcare provider. **There will be no reassignment, rescheduling, or reimbursement per our refund policy.**

### **Refund Policy**

Since VeniDirect offers non-tangible, irrevocable services, **we do not provide refunds once a field technician has been dispatched to your location.** When booking an appointment, it is your responsibility as a client to understand this.

### **Links to Third Party Sites/Third Party Services**

[www.venidirect.com](http://www.venidirect.com) may contain links to other websites ("Linked Sites"). The Linked Sites are not under the control of VeniDirect and VeniDirect is not responsible for the contents of any Linked Site, including without limitation any link contained in a Linked Site, or any changes or updates to a Linked Site. VeniDirect is providing these links to you only as a convenience, and the inclusion of any link does not imply endorsement by VeniDirect of the site or any association with its operators.

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Certain services made available via [www.venidirect.com](http://www.venidirect.com) are delivered by third party sites and organizations. By using any product, service, or functionality originating from the [www.venidirect.com](http://www.venidirect.com) domain, you hereby acknowledge and consent that VeniDirect may share such information and data with any third party with whom VeniDirect has a contractual relationship to provide the requested product, service or functionality on behalf of [www.venidirect.com](http://www.venidirect.com) users and customers.

### **No Unlawful or Prohibited Use/Intellectual Property**

You are granted a non-exclusive, non-transferable, revocable license to access and use [www.venidirect.com](http://www.venidirect.com) strictly in accordance with these terms of use. As a condition of your use of the Site, you warrant to VeniDirect that you will not use the Site for any purpose that is unlawful or prohibited by these Terms. You may not use the Site in any manner which could damage, disable, overburden, or impair the Site or interfere with any other party's use and enjoyment of the Site. You may not obtain or attempt to obtain any materials or information through any means not intentionally made available or provided for through the Site,

All content included as part of the Service, such as text, graphics, logos, images, as well as the compilation thereof, and any software used on the Site, is the property of VeniDirect or its suppliers, and is protected by copyright and other laws that protect intellectual property and proprietary rights. You agree to observe and abide by all copyright and other proprietary notices, legends or other restrictions contained in any such content and will not make any changes thereto.

You will not modify, publish, transmit, reverse engineer, participate in the transfer or sale, create derivative works, or in any way exploit any of the content, in whole or in part, found on the Site. VeniDirect content not produced through the Service it provides is not for resale. Your use of the Site does not entitle you to make any unauthorized use of any protected content, and in particular you will not delete or alter any proprietary rights or attribution notices in any content. You will use protected content solely for your personal use, and will make no other use of the content without the express written permission of VeniDirect and the copyright owner. You agree that you do not acquire any ownership rights in any protected content. We do not grant you any licenses, express or implied, to the intellectual property of VeniDirect or our licensors except as expressly authorized by these Terms.

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## Use of Communication Services

The Site may contain bulletin board services, chat areas, news groups, forums, communities, personal web pages, calendars, and/or other message or communication facilities designed to enable you to communicate with the public at large or with a group (collectively, "Communication Services"). You agree to use the Communication Services only to post, send and receive messages and material that are proper and related to the particular Communication Service.

By way of example, and not as a limitation, you agree that when using a Communication Service, you will not: defame, abuse, harass, stalk, threaten or otherwise violate the legal rights (such as rights of privacy and publicity) of others; publish, post, upload, distribute or disseminate any inappropriate, profane, defamatory, infringing, obscene, indecent or unlawful topic, name, material or information; upload files that contain software or other material protected by intellectual property laws (or by rights of privacy or publicity) unless you own or control the rights thereto or have received all necessary consents; upload files that contain viruses, corrupted files, or any other similar software or programs that may damage the operation of another's computer; advertise or offer to sell or buy any goods or services for any business purpose, unless such Communication Service specifically allows such messages; conduct or forward surveys, contests, pyramid schemes or chain letters; download any file posted by another user of a Communication Service that you know, or reasonably should know, cannot be legally distributed in such manner; falsify or delete any author attributions, legal or other proper notices or proprietary designations or labels of the origin or source of software or other material contained in a file that is uploaded; restrict or inhibit any other user from using and enjoying the Communication Services; violate any code of conduct or other guidelines which may be applicable for any particular Communication Service; harvest or otherwise collect information about others, including email addresses, without their consent; violate any applicable laws or regulations.

VeniDirect has no obligation to monitor the Communication Services. However, VeniDirect reserves the right to review materials posted to a Communication Service and to remove any materials in its sole discretion. VeniDirect reserves the right to terminate your access to any or all of the Communication Services at any time without notice for any reason whatsoever.

VeniDirect reserves the right at all times to disclose any information as necessary to satisfy any applicable law, regulation, legal process or governmental request, or to edit, refuse to post or to remove any information or materials, in whole or in part, in VeniDirect's sole discretion.



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Always use caution when giving out any personally identifying information about yourself or your children in any Communication Service. VeniDirect does not control or endorse the content, messages or information found in any Communication Service and, therefore, VeniDirect specifically disclaims any liability with regard to the Communication Services and any actions resulting from your participation in any Communication Service. Managers and hosts are not authorized VeniDirect spokespersons, and their views do not necessarily reflect those of VeniDirect.

Materials uploaded to a Communication Service may be subject to posted limitations on usage, reproduction and/or dissemination. You are responsible for adhering to such limitations if you upload the materials.

### **Materials Provided to [www.venidirect.com](http://www.venidirect.com) or Posted on Any VeniDirect Web Page**

VeniDirect does not claim ownership of the materials you provide to [www.venidirect.com](http://www.venidirect.com) (including feedback and suggestions) or post, upload, input or submit to any VeniDirect Site or our associated services (collectively "Submissions"). However, by posting, uploading, inputting, providing or submitting your Submission you are granting VeniDirect, our affiliated companies and necessary sublicensees permission to use your Submission in connection with the operation of their Internet businesses including, without limitation, the rights to: copy, distribute, transmit, publicly display, publicly perform, reproduce, edit, translate and reformat your Submission; and to publish your name in connection with your Submission.

No compensation will be paid with respect to the use of your Submission, as provided herein. VeniDirect is under no obligation to post or use any Submission you may provide and may remove any Submission at any time in VeniDirect's sole discretion.

By posting, uploading, inputting, providing or submitting your Submission you warrant and represent that you own or otherwise control all of the rights to your Submission as described in this section including, without limitation, all the rights necessary for you to provide, post, upload, input or submit the Submissions.

### **Third Party Accounts**

You will be able to connect your VeniDirect account to third party accounts. By connecting your VeniDirect account to your third party account, you acknowledge and agree that you are consent to

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the continuous release of information about you to others (in accordance with your privacy settings on those third party sites). If you do not want information about you to be shared in this manner, do not use this feature.

## **International Users**

The Service is controlled, operated and administered by VeniDirect from our offices within the United States. If you access the Service from a location outside the United States, you are responsible for compliance with all local laws. You agree that you will not use the VeniDirect Content accessed through [www.venidirect.com](http://www.venidirect.com) in any country or in any manner prohibited by any applicable laws, restrictions or regulations.

## **Indemnification**

You agree to indemnify, defend and hold harmless VeniDirect, its officers, directors, employees, agents, and third parties, for any losses, costs, liabilities and expenses (including reasonable attorney's fees) relating to or arising out of your use of or inability to use the Site or services, any user postings made by you, your violation of any terms of this Agreement or your violation of any rights of a third party, or your violation of any applicable laws, rules or regulations. VeniDirect reserves the right, at its own cost, to assume the exclusive defense and control of any matter otherwise subject to indemnification by you, in which event you will fully cooperate with VeniDirect in asserting any available defenses.

## **Arbitration**

In the event the parties are not able to resolve any dispute between them arising out of or concerning these Terms and Conditions, or any provisions hereof, whether in contract, tort, or otherwise at law or in equity for damages or any other relief, then such dispute shall be resolved only by final and binding arbitration pursuant to the Federal Arbitration Act, conducted by a single neutral arbitrator and administered by the American Arbitration Association, or a similar arbitration service selected by the parties, at a location mutually agreed upon by the parties. The arbitrator's award shall be final, and judgment may be entered upon it in any court having jurisdiction. In the event that any legal or equitable action, proceeding or arbitration arises out of or concerns these Terms and Conditions, the prevailing party shall be entitled to recover its costs and reasonable attorney's fees. The parties agree to arbitrate all disputes and claims in regards to these Terms and Conditions or any disputes



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arising as a result of these Terms and Conditions. The parties agree that the Federal Arbitration Act governs the interpretation and enforcement of this provision. The entire dispute, including the scope and enforceability of this arbitration provision shall be determined by the Arbitrator. This arbitration provision shall survive the termination of these Terms and Conditions.

### **Class Action Waiver**

Any arbitration under these Terms and Conditions will take place on an individual basis; class arbitrations and class/representative/collective actions are not permitted. THE PARTIES AGREE THAT A PARTY MAY BRING CLAIMS AGAINST THE OTHER ONLY IN EACH INDIVIDUAL'S CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PUTATIVE CLASS, COLLECTIVE AND/OR REPRESENTATIVE PROCEEDING, SUCH AS IN THE FORM OF A PRIVATE ATTORNEY GENERAL ACTION AGAINST THE OTHER. Further, unless both you and VeniDirect agree otherwise, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding.

### **Liability Disclaimer**

THE INFORMATION, SOFTWARE, PRODUCTS, AND SERVICES INCLUDED IN OR AVAILABLE THROUGH THE SITE MAY INCLUDE INACCURATE OR TYPOGRAPHICAL ERRORS. CHANGES ARE PERIODICALLY ADDED TO THE INFORMATION HEREIN. VENIDIRECT LLC AND/OR ITS SUPPLIERS MAY MAKE IMPROVEMENTS AND/OR CHANGES IN THE SITE AT ANY TIME.

VINIDIRECT LLC AND/OR ITS SUPPLIERS MAKE NO REPRESENTATIONS ABOUT THE SUITABILITY, RELIABILITY, AVAILABILITY, TIMELINESS, AND ACCURACY OF THE INFORMATION, SOFTWARE, PRODUCTS, SERVICES, AND RELATED GRAPHICS CONTAINED ON THE SITE FOR ANY PURPOSE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ALL SUCH INFORMATION, SOFTWARE, PRODUCTS, SERVICES, AND RELATED GRAPHICS ARE PROVIDED "AS IS" WITHOUT WARRANTY OR CONDITIONS OF ANY KIND. VENIDIRECT LLC AND/OR ITS SUPPLIERS HEREBY DISCLAIM ALL WARRANTIES AND CONDITIONS WITH REGARD TO THIS INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS, INCLUDING ALL IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL VENIDIRECT LLC AND/OR ITS SUPPLIERS BE LIABLE FOR ANY DIRECT, INDIRECT, PUNITIVE, INCIDENTAL,

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SPECIAL, CONSEQUENTIAL DAMAGES OR ANY DAMAGES WHATSOEVER INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF USE, DATA OR PROFITS, ARISING OUT OF OR IN ANY WAY CONNECTED WITH THE USE OR PERFORMANCE OF THE SITE , WITH THE DELAY OR INABILITY TO USE THE SITE OR RELATED SERVICES, THE PROVISION OF OR FAILURE TO PROVIDE SERVICES, OR FOR ANY INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS OBTAINED THROUGH THE SITE, OR OTHERWISE ARISING OUT OF THE USE OF THE SITE, WHETHER BASED ON CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, EVEN IF VENIDIRECT LLC OR ANY OF ITS SUPPLIERS HAS BEEN ADVISED OF THE POSSIBILITY OF DAMAGES. BECAUSE SOME STATES/JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATION MAY NOT APPLY TO YOU. IF YOU ARE DISSATISFIED WITH ANY PORTION OF THE SITE, OR WITH ANY OF THESE TERMS, YOUR SOLE AND EXCLUSIVE REMEDY IS TO DISCONTINUE USING THE SITE.

### **Termination/Access Restriction**

VeniDirect reserves the right, in its sole discretion, to terminate your access to the Site and the related services or any portion thereof at any time, without notice. To the maximum extent permitted by law, this agreement is governed by the laws of the State of Oregon and you hereby consent to the exclusive jurisdiction and venue of the courts in Oregon in all disputes arising out of or relating to the use of the Site. Use of the Site is unauthorized in any jurisdiction that does not give effect to all provisions of these Terms, including without limitation, this section.

You agree that no joint venture, partnership, employment, or agency relationship exists between you and VeniDirect as a result of this agreement or use of the Site. VeniDirect's performance of this agreement is subject to existing laws and legal process, and nothing contained in this agreement is in derogation of VeniDirect's right to comply with governmental, court and law enforcement requests or requirements relating to your use of the Site or information provided to or gathered by VeniDirect with respect to such use. If any part of this agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth above, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the agreement shall continue in effect.

Unless otherwise specified herein, this agreement constitutes the entire agreement between the user and VeniDirect with respect to the Site and it supersedes all prior or contemporaneous

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communications and proposals, whether electronic, oral or written, between the user and VeniDirect with respect to the Site. A printed version of this agreement and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to this agreement to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form. It is the express wish of the parties that this agreement and all related documents be written in English.

## **Changes to Terms**

VeniDirect reserves the right, in its sole discretion, to change the Terms under which [www.venidirect.com](http://www.venidirect.com) is offered. The most current version of the Terms will supersede all previous versions. VeniDirect encourages you to periodically review the Terms to stay informed of our updates.

## **Contact Us**

VeniDirect welcomes your questions or comments regarding the Terms:

VeniDirectLLC  
1155 SW Morrison St, Ste 200  
Portland, Oregon 97205  
[Contact@VeniDirect.com](mailto:Contact@VeniDirect.com)  
(971) 272-8364

Effective as of August 05, 2016

