

Attest Collective Client Service Agreement

Mobile Compliance & Specimen Collection Services – Central New Jersey

This Client Service Agreement outlines the terms and conditions governing services provided by Attest Collective. By requesting or utilizing services, the client acknowledges and agrees to the policies below.

1. Scope of Services

- Attest Collective provides mobile specimen collection, identity verification, and compliance support services at client-designated locations.
- Services are limited to collection and verification. Laboratory testing, analysis, and result reporting are performed by certified laboratories and Medical Review Officers (MROs), when applicable.

2. Scheduling & Mobile Service

- Appointments are scheduled in advance; however, short-notice and same-day services may be available based on availability and location.
- Travel outside the primary Central New Jersey service area may incur additional travel fees.
- Clients must ensure that the service location is safe, appropriate, and suitable for specimen collection.

3. Specimen Collection & Results Responsibility

- All collections are conducted in accordance with established chain-of-custody procedures and industry standards.
- Attest Collective does not receive, release, or interpret laboratory results.
- All results are reported directly by the contracted laboratory or MRO to authorized parties.
- Attest Collective does not make employment, legal, or medical determinations related to testing outcomes.

4. Privacy & Data Protection

- Attest Collective respects the confidentiality of all clients and individuals served.
- Information collected may include personally identifiable information necessary to perform services.
- Client information is shared only with authorized laboratories, MROs, TPAs, or partners required to complete the requested service.
- Attest Collective does not sell or distribute personal information for marketing purposes.

5. Appointment & Cancellation Policy

- Clients are expected to provide reasonable notice for cancellations or rescheduling.
- A reasonable grace period is allowed; delays beyond this window may be considered a missed appointment.
- Same-day cancellations, missed appointments, or situations where service cannot be completed may result in applicable service fees.
- Travel fees may apply for services outside the standard service area.
- Attest Collective reserves the right to decline or discontinue services that cannot be performed safely, ethically, or in accordance with applicable standards.

6. Payment & Refund Policy

- Payment is due at the time of service unless prior arrangements have been made.
- Due to the nature of mobile and on-site services, fees are generally non-refundable once an appointment has been scheduled and confirmed.
- Refunds may be considered at the sole discretion of Attest Collective in the event of service errors or cancellations initiated by Attest Collective.
- Deposits, when required, are applied toward the total service cost and may be non-refundable based on scheduling commitments.

7. Consent & Authorization

- Clients acknowledge that proper consent must be obtained from all individuals being tested or verified.
- Valid identification and authorization are required prior to performing any service.
- For employer-requested services, the client is responsible for ensuring compliance with applicable workplace policies and consent requirements.
- Services will not be performed without appropriate consent and required documentation.

8. Service Refusal & Non-Compliance

- Services may be refused or discontinued if a donor is non-compliant, the environment is unsafe, or required identification/documentation cannot be verified.

9. Additional Terms

- Additional terms may apply based on specific service requirements, partner agreements, or regulatory obligations.

Client Acknowledgment & Signature

By signing below, the client acknowledges that they have read, understood, and agree to the terms outlined in this agreement.

Client Name: _____

Authorized Signature: _____

Date: _____