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BY ACCESSING OR USING THE WEBSITE, YOU AGREE TO BE BOUND BY THESE TERMS. IF YOU DO NOT UNDERSTAND OR AGREE TO BE BOUND BY THESE TERMS, DO NOT ACCESS OR USE THE WEBSITE.

1. Changes to these Terms

CRL may, at any time and from time to time, supplement, amend, or otherwise change these Terms at its sole discretion. Any changes will be effective immediately upon providing notice of the changes to you by posting [here](#). Your continued use of the Website constitutes your acceptance of those changes.

When you use certain Websites or services, we may provide you with additional terms and conditions relating to that specific Website, which will supplement these generally applicable Terms. In the event of any inconsistency between these Terms and any specific terms and conditions of a Website or service, the specific terms and conditions shall govern with respect to and use of that Website.

2. Changes to Websites

CRL reserves all rights not expressly granted herein, including, but not limited to, the right to alter, modify, update, enhance, improve, or delete the Website and any Content, services, or features at any time without notice to you. You acknowledge that from time to time the Website may be inaccessible or inoperable for any reason, including, without limitation: (i) equipment malfunctions; (ii) periodic maintenance procedures or repairs which CRL may undertake from time to time; or (iii) causes beyond the control of CRL or which are not foreseeable by CRL.

3. Disclaimer of Content

This Website provides general information about our company and its subsidiaries, and the products and services offered by each of them.

You should not (i) use information found on this Website to replace a relationship with your physician or other healthcare professional and (ii) rely on such information as professional medical advice. Always seek the advice of your physician or other qualified healthcare provider concerning questions you have regarding a medical condition, and before starting, stopping or modifying any treatment or medication. In the case of a health emergency, seek immediate assistance from emergency personnel. Never delay obtaining medical advice or disregard medical advice because of something you have or have not read on the Websites.

The information (including, without limitation, advice and recommendations) and services on this Website are intended solely as a general educational aid and are neither medical nor health care advice for any individual problem nor a substitute for medical or other professional advice and services from a qualified health care provider familiar with your medical history. Use of this Website does not create a doctor-patient relationship. Nothing contained in this Site is intended to be used for medical diagnosis or treatment.

While we attempt to keep all the information on the Website up-to-date, medical treatment and knowledge change quickly, and this Site should not be considered error-free or as a comprehensive source of all information on a particular topic. CRL makes no warranties or representations as to the accuracy of the Content of the Website and assumes no responsibility for any consequences relating directly or indirectly to any action or inaction you take based upon the information and material on this Website. Your use of the Website is subject to the additional disclaimers and caveats that may appear throughout these Terms and the Websites. You assume the entire risk of loss in using the Websites and materials contained in the Websites.

Certain of the information about health conditions on this Website is provided by third parties. CRL has not reviewed and does not endorse any third-party information, products, or services.

4. CRL's Privacy Policy

Our [Privacy Notice](#) and, with respect to Protected Health Information our [Notice of Privacy Practices](#), describes how CRL may collect information about you through Services, and how we use, disclose, and protect that information.

5. Intellectual Property



You acknowledge that the Website may contain information, software, photos, video, text, graphics, logos, icons, trademarks, service marks, audio clips, digital downloads, music, sounds or other material provided by CRL or third parties (collectively, "Content").

All Content on this Website is the property of CRL or its content suppliers and is protected by United States and international copyright, patents, trademark, and other intellectual property laws. These rights are valid and protected in all forms, media and technologies existing now or hereafter developed.

Further, CRL owns all right, title, and interest in and to the Website, including without limitation, all ancillary and interface software, all current and future enhancements, revisions, new releases and updates thereof and any derivative works based thereon and all documentation thereto, all copyrights, trade secrets, patents and goodwill therein.

You may use the Website as permitted herein and may not otherwise modify, adapt, translate, reproduce, distribute, or create derivative works of, publicly display, publicly perform, republish, download, store, or transmit any of the Content or material on our Website without the prior written permission of CRL or the owner. Nothing contained on the Website should be construed as granting, by implication, estoppel, waiver or otherwise, any license or right of use to any Content without the written permission of CRL or the owner. Any unauthorized use of the images may violate copyright laws, trademark laws, privacy and publicity laws and communications regulations and statutes.

6. Your Right to Use the Website

You are granted a limited, non-transferable, non-exclusive, revocable license to access and use the Website for personal, non-commercial purposes, subject to these Terms. CRL retains the right to block or otherwise prevent delivery of any type of e-mail or other communication to or from the Site as part of our efforts to protect the Website, protect our patients, or stop you from breaching this Agreement.

You agree to comply with these Terms, all applicable laws, and other applicable CRL policies, practices, and notices provided or referenced herein at all times when using the Website.

Representations and Warranties: You represent and warrant that:

- You are a resident of the United States and are at least 18 years of age.
- You are using the Website solely for yourself (or as Legal Guardian or Power of Attorney).
- You have provided and will maintain accurate and complete registration information (where applicable), including, without limitation, your legal name, address, telephone number, and state of residence.
- Your access to and/or use of the Website does not and will not constitute a breach or violation of any other agreement, contract, terms of use, or similar policy or understanding to which you may be subject.

Prohibited Uses: You agree not to:

- Use the Website in any way that violates any applicable federal, state, local, or international law or regulation.
- Disseminate, store, or transmit unsolicited messages, chain letters, or unsolicited commercial email.
- Engage in any conduct that restricts or inhibits anyone's use or enjoyment of the Website.
- Disseminate or transmit material that, to a reasonable person, may be abusive, obscene, pornographic, defamatory, harassing, grossly offensive, vulgar, threatening or malicious.
- Disseminate, store or transmit files, graphics, software or other material that actually or potentially infringes the copyright, trademark, patent, trade secret or other intellectual property rights of any person.
- Create a false identity or to otherwise attempt to mislead any person as to the identity or origin of any communication.
- Export, re-export or permit downloading of any message or content in violation of any export or import law, regulation or restriction of the United States and its agencies or authorities, or without all required approvals, licenses or exemptions.
- Interfere, disrupt or attempt to gain unauthorized access to other accounts on the Website or any other computer network.
- Use any robot, spider, or other automatic device, process, or means to access the Website for any purpose, including monitoring, copying, scraping or harvesting any information, Content, or material on the Website.
- Take any action that interferes with the proper working of the Website, compromises the security of the Website, or otherwise damages the Website or any information, Content, or materials available on or through the Website.
- Attempt to gain unauthorized access to any portion or feature of the Website, to any other systems or networks connected to the Website, to any of our servers, or to any of the services offered on or through the Website by any unauthorized means.
- Probe, scan, or test the vulnerabilities of the Website or any network connected to the Website or bypass the authentication measures on the Website or any connected network, servers, or other websites.



Terms of Use

Effective date of this notice: 10/15/2025

- Introduce or disseminate any viruses, Trojan horses, worms, logic bombs, or other material that is malicious or technologically harmful to us or the Website.
- Engage in any other activity deemed by CRL to be in conflict with the spirit or intent of the Website and these Terms.

Responsibility: You shall be solely responsible for

- Providing, maintaining and ensuring the compatibility of all hardware, software, electrical and other physical requirements necessary for your use of the Website, including, without limitation, telecommunications and internet access connections and links, web browsers or other equipment, programs and services required to access and use the Website.
- The security, confidentiality and integrity of all messages and the content that you receive, transmit through, or store on the Website.
- Maintaining the confidentiality of your login ID and password and for all uses of your login ID, password, and/or account. You agree to notify us immediately of any unauthorized use of your login ID, password, or account, or any other breach of security involving access to the Website through your account.
- Any authorized or unauthorized access to your account by any person.
- All use or charges incurred from use of the Website with your passwords.
- Any and all acts and omissions of yourself or that occur under your account or password, where applicable.

CRL reserves the right to limit your access to the Website if you do not comply with the Terms at any time. CRL may discontinue or alter any aspect of the Website, including, but not limited to, (i) restricting the time the Website is available, (ii) restricting the amount of use permitted, and (iii) restricting or terminating any user's right to use the Website, at CRL's sole discretion and without prior notice or liability.

7. Arbitration and Class Action Waiver

PLEASE READ THE FOLLOWING SECTION CAREFULLY BECAUSE IT REQUIRES YOU TO ARBITRATE DISPUTES WITH CRL ARISING IN CONNECTION WITH THIS AGREEMENT OR THE SITE, AND LIMITS THE MANNER IN WHICH YOU CAN SEEK RELIEF FROM US. YOU AND CRL AGREE THAT ANY DISPUTE, CLAIM OR CONTROVERSY ARISING OUT OF OR RELATING IN ANY WAY TO THIS AGREEMENT OR THE SITE SHALL BE FINALLY DECIDED BY BINDING ARBITRATION UNDER THE CONSUMER ARBITRATION RULES OF THE AMERICAN ARBITRATION ASSOCIATION. ARBITRATION USES A SINGLE, NEUTRAL ARBITRATOR TO DECIDE A DISPUTE (INSTEAD OF A JUDGE OR JURY); ARBITRATION ALLOWS FOR MORE LIMITED DISCOVERY THAN IN A COURT CASE; AND THE ARBITRATION PROCESS AND RESULT IS SUBJECT TO VERY LIMITED REVIEW BY COURTS. IN ARBITRATION YOU HAVE THE RIGHT, AT YOUR EXPENSE, TO BE REPRESENTED BY AN ATTORNEY OF YOUR CHOOSING. ARBITRATORS CAN AWARD THE SAME DAMAGES AND RELIEF UNDER THIS AGREEMENT THAT A COURT CAN AWARD UNDER THIS AGREEMENT. YOU AND CRL AGREE THAT ANY IN-PERSON ARBITRAL HEARING WOULD OCCUR IN THE UNITED STATES IN THE SAME COUNTY AND STATE AS YOUR BILLING ADDRESS. CRL FURTHER AGREES THAT YOUR FILING FEE FOR ARBITRATION WILL BE CAPPED AT THE AMOUNT SET BY THE AMERICAN ARBITRATION ASSOCIATION. YOU AGREE THAT, BY AGREEING TO THIS AGREEMENT, THE U.S. FEDERAL ARBITRATION ACT GOVERNS THE INTERPRETATION AND ENFORCEMENT OF THIS PROVISION, AND THAT YOU AND CRL ARE EACH WAIVING THE RIGHT TO PARTICIPATE IN A CLASS ACTION. THIS ARBITRATION PROVISION SHALL SURVIVE TERMINATION OF THIS AGREEMENT AND THE TERMINATION OF YOUR USE OF THE SITE. REGARDLESS OF THE FORUM, YOU AND CRL AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING. FURTHER, THE ARBITRATOR MAY NOT JOIN OR CONSOLIDATE MORE THAN ONE PERSON'S CLAIMS, AND MAY NOT OTHERWISE PRESIDE OVER ANY FORM OF A REPRESENTATIVE OR CLASS PROCEEDING. IF THIS SPECIFIC PROVISION IS FOUND TO BE UNENFORCEABLE, THEN THE ENTIRETY OF THIS ARBITRATION PROVISION SHALL BE NULL AND VOID. THE ARBITRATOR MAY AWARD DECLARATORY OR INJUNCTIVE RELIEF ONLY IN FAVOR OF THE INDIVIDUAL PARTY SEEKING RELIEF AND ONLY TO THE EXTENT NECESSARY TO PROVIDE RELIEF WARRANTED BY THAT PARTY'S INDIVIDUAL CLAIM.

8. Disclaimer of Warranty; Limitation of Liability

THE SITE AND ALL MATERIALS, INFORMATION, SOFTWARE, PRODUCTS, TOOLS, AND SERVICES INCLUDED IN OR AVAILABLE THROUGH THE SITE ARE PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. CRL AND ITS SUPPLIERS DISCLAIM ALL EXPRESS AND IMPLIED WARRANTIES



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9. Indemnification

You agree to defend, indemnify and hold harmless CRL, its affiliates, licensors, and services providers, and its and their respective officers, directors, employees, contractors, agents, representatives, licensors, suppliers, successors, and assigns from and against any and all claims, liabilities, damages, judgements, awards, losses, costs, fees, or expenses (including attorney's fees and costs), arising out of or in any way connected with your access to or use of the Website, any services or products provided by CRL, infringement of any intellectual property or any other rights of any person or entity or the violation of these Terms.

10. Governing Law & Jurisdiction

These Terms shall be governed by and construed in accordance with Kansas law, excluding its conflicts of laws principles, provided that Arbitration above shall be interpreted and enforced as set forth therein. The Uniform Computer Information Transactions Act does not apply to this Agreement.

Any suit, action, or proceeding concerning the Website, its use, these Terms, or concerning any other Procedure of CRL, must be brought in a court of competent jurisdiction in Kansas, and you hereby irrevocably consent to the jurisdiction of such court (and of the appropriate appellate courts therefrom) in any such suit, action or proceeding. You irrevocably waive, to the fullest extent permitted by applicable law, any objection which you may now or hereafter have to the laying of the venue of any such suit, action or proceeding in any such court or that any such suit, action or proceeding which is brought in any such court has been brought in an inconvenient forum.

11. Links

The Website may contain links to third-party websites, services, or resources, that are not owned or controlled by CRL. CRL has no control over, and assumes no responsibility for, the content, privacy policies, or practices of any third-party websites, services, or resources.

You acknowledge and agree that CRL is not responsible for third-party websites, services, or resources nor their content, advertising, products, or other materials on or available from such third-party websites, services, or resources. You further acknowledge and agree that CRL shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or



in connection with use of or reliance on any such content, goods or services available on or through any such websites, services, or resources.

12. Termination and Modification

You agree that CRL, in its sole discretion, may terminate your use of the Website, and remove and discard any Content, for any or no reason. CRL may also, in its sole discretion and at any time, discontinue providing the Website, or any part thereof, with or without notice. You agree that any termination of your access to the Website under any provision of these Terms of Use may be effected without prior notice. Further, you agree that CRL shall not be liable to you or any third-party for any termination of your access to the Website.

13. Other Miscellaneous Terms

The parties and their respective personnel are and shall be independent contractors and neither party by virtue of the Website and these Terms of Use shall have any right, power or authority to act or create any obligation, express or implied, on behalf of the other party. If any action in law or in equity is necessary to enforce the terms hereof, the prevailing party will be entitled to reasonable fees of attorneys, accountants, and other professionals, and costs and expenses in addition to any other relief to which such prevailing party may be entitled. These Terms of Use and any License and Access Agreement constitutes the complete and exclusive statement of the agreement between the parties with respect to the Website and supersedes any and all prior or contemporaneous communications, representations, statements and understandings, whether oral or written, between the parties concerning the same.

14. Contact Us

CRL is located at 8405 Quivira Road, Lenexa, Kansas 66215 USA.

Specific questions and comments should be directed to the appropriate department via our Contact Us page. While we make every effort to respond to all emails within 1 business week, we cannot guarantee a response to every electronic communication.

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- an electronic or physical signature of the person authorized to act on behalf of the owner of the copyright interest;
- a description of the copyrighted work that you claim has been infringed;
- a description of where the material that you claim is infringing is located on the site;
- your address, telephone number, and email address;
- a statement by you that you have a good faith belief that the disputed use is not authorized by the copyright owner, its agent, or the law; and
- a statement by you, made under penalty of perjury, that the above information in your Notice is accurate and that you are the copyright owner or authorized to act on the copyright owner's behalf.

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By Mail:

Corporate Secretary
Clinical Reference Laboratory, Inc.
8433 Quivira Road
Lenexa, KS 66215

By Email:

copyright@crlcorp.com