

Payment Flow, Delivery Policy, Refund Policy

Payment Methods

Payment can be made by:

- Alipay
- WeChat Pay
- AlipayHK
- WeChat Pay HK
- Visa
- Mastercard
- Faster Payment System (FPS)

The price is in Renminbi.

Usage Policy

After the user inputs the necessary information and images (see User Manual and Terms of Service for details), the Rapid Lymphoma Test (RLT) will take approximately 2 minutes to run per image. Note that the processing time is affected by the image size and complexity, and number of concurrent users. After processing is complete, the preliminary diagnosis will be displayed and the report will be available for download.

Please contact ITsci Company Limited's (ITsci) customer service at support@ai-stain.com.hk if you encounter any problems and we will get back to you as soon as we can. Users are encouraged to follow up RLT preliminary results with a full lymphoma test by sending the sample to the CityU Veterinary Diagnostic Laboratory (CVDL), or another accredited laboratory, for confirmation.

Order Modifications

This order is a deposit for the RLT and associated CVDL services. All orders are final and cannot be cancelled or modified once confirmed.

Refunds

No refund will be given unless ITsci determines that a system error was at fault. Users are responsible for providing a proper image and using the test appropriately. In case of any dispute regarding RLT, ITsci reserves the right to have the final say.

付款流程、配送政策、退款政策

付款方式

付款方式：

- 支付宝
- 微信支付
- 支付宝香港
- 微信支付香港
- Visa
- Mastercard
- 轉數快 (FPS)

价格以人民币计算。

使用政策

用户输入必要信息和图像后（详情请参阅用户手册和服务条款），快速淋巴瘤检测 (RLT) 每张图像大约需要 2 分钟。请注意，处理时间受图像大小、复杂程度以及同时在线用户数量的影响。处理完成后，将显示初步诊断结果，并可下载报告。

如有任何疑问，请联系创新进领有限公司(ITsci) 客服邮箱：support@ai-stain.com.hk，我们将尽快与您联系。我们鼓励用户在 RLT 初步结果出来后，将样本送至香港城市大学兽医诊断实验室 (CVDL) 或其他获得认可的实验室进行全面的淋巴瘤检测，以进行确认。

订单修改

此订单为 RLT 及相关 CVDL 服务的定金。所有订单均为最终订单，一经确认，不可取消或修改。

退款

除非 ITsci 确定系统错误，否则不予退款。用户有责任提供正确的图像并正确使用测试。如有任何关于 RLT 的争议，ITsci 保留最终决定权。