Gift terms

Version 1.0 · Updated 13 Nov 2026

In short

· The gift is one year of the Plan Superhuman for another person.
· It is a single payment of €495. It does not renew and we do not store your card.
· It is activated when the person who receives it redeems the code.
· If the Santé doctor does not approve the blood test, we refund what you have paid.

This summary does not replace the full text.

01 · What the gift is

What it includes and who it is for.

You gift one year of the Plan Superhuman: a full blood test, its results explained and an action plan for the whole year. You pay €495 once, which is the total price; there is no renewal and no other charge. We do not store your card.

The person who receives it must be 18 or older and able to come to the Santé Labs laboratory in Barcelona (Av. Diagonal 380, 08037 Barcelona), where the blood draw takes place.

The gift is sold by SANTE SALUD BARCELONA BRAND, S.L. (tax ID B56142987), under the Santé Labs brand. Its full details are in the legal notice.

Legal notice: https://santelabs.com/en/legal/legal-notice

02 · How it is activated

The code and how to redeem it.

When you pay you choose how it is delivered: by email straight away, by email on the date and time you decide, or as a PDF to print that we send to you. If you choose a date, you can change it until the day before, using the link in your purchase email. You can add a message.

The gift carries a code in the format SANTE-XXXX-XXXX, valid for a single activation. The person who receives it enters it on the Redeem gift page, creates their account, accepts the terms of the gifted plan and gives their own consents. They are not asked for a card.

When they activate the code they see the start and end dates of their gifted year. From that moment the subscription terms apply to them, except as regards payment and renewal.

Subscription terms: https://santelabs.com/en/legal/subscription-terms

If the person who receives it is already a member, the gift adds a year once their current plan ends and they are charged nothing for the gift. The renewal of their own subscription is put back until that year ends.

03 · When the gifted year ends

What happens at the end of the year.

The gifted year does not renew by itself. Before it ends we ask the person who received it whether they want to continue; if they do nothing and had no subscription of their own, the plan

ends and nobody is charged.

If they decide to continue, they buy the Plan Superhuman themselves, at €495 a year. Their results stay in the app in any case.

04 · Refunds

When a gift can be refunded.

Withdrawal

We grant you a right of withdrawal: you have 14 calendar days from the purchase to withdraw, without giving any reason and at no cost, on the terms of arts. 102 to 108 of Spanish Royal Legislative Decree 1/2007 (TRLGDCU).

Tell us clearly before the period ends, through Contact or by email to contact@santeclinics.com, with the gift reference. We will confirm by email that we have received it. We refund what you have paid to the same payment method, without undue delay and no later than 14 days after you tell us, and the code stops being valid.

You can use this model form, although it is not compulsory: “To SANTE SALUD BARCELONA BRAND, S.L., Avenida Diagonal 384, 08037 Barcelona, contact@santeclinics.com. I hereby give notice that I withdraw from my contract for the provision of the following service: gift of the Plan Superhuman. Ordered on (date). Name. Address. Purchase email. Date. Signature, only if this form is sent on paper.”

If the doctor does not approve the blood test

A Santé doctor reviews the history of the person who receives the gift before their appointment. If the doctor does not approve the blood test, we refund the full amount to you, the buyer, without you having to ask.

How the refund arrives

Refunds go to the card or method you paid with. How long they take to appear depends on your bank.

The person who receives the gift cannot exchange it for money.

05 · What it does not include

Services the gift does not include.

Home blood draw: Coming soon

Supplements: Coming soon

Genetics: Coming soon

The gift covers one full blood test. It does not include additional blood tests or the services that are not available yet.

06 · Data and complaints

What we do with the gift data and how to complain.

To deliver the gift you give us the name and email of the person who receives it, the name you sign with and, if you wish, a message. We use them only for that. Give them to us only if that person expects to receive the gift by email.

Privacy: https://santelabs.com/en/legal/privacy

These terms are governed by Spanish law and do not limit the rights the law gives you as a

consumer. We answer complaints within 15 days at most.

Complaints: https://santelabs.com/en/legal/complaints