Subscription terms

Version 1.0 · Updated 13 Nov 2026

In short

· You pay €495 a year. It includes one full blood test a year.

· It renews every year. We notify you at least 15 days before the deadline for cancelling the renewal.

· You cancel in the app in 3 taps. You keep access until the end of your year.

· If the doctor does not approve the request, we refund everything you have paid.

· A promotional code only applies to the first year. Renewal is at €495.

· Withdrawal and refunds: sections 6 and 7.

This summary does not replace the full text.

01 · Who we are

Who provides the service and how to contact us.

Company name: SANTE SALUD BARCELONA BRAND, S.L.

Tax ID (NIF): B56142987

Registered office: Avenida Diagonal 384, 08037 Barcelona

Laboratory: Av. Diagonal 380, 08037 Barcelona

Email: contact@santeclinics.com

Phone: +34 699 145 887

The Plan Superhuman contract is between you and SANTE SALUD BARCELONA BRAND, S.L., which uses the Santé Labs brand. To buy it you must be 18 or older and buy it for yourself, as a consumer.

These terms, what you see on the payment screen and the confirmation email make up the contract. They are available in Spanish and in English, and you can keep them with the Download PDF button on this page.

02 · What the plan includes

What you receive during your year of Plan Superhuman.

· 100+ biomarkers

· Your action plan

· Results over time

· Santé AI

· Wearables

Includes 7 calculated values. The exact list depends on your sex and age.

The plan lasts one year and includes one full blood and urine test with the draw at the Santé Labs laboratory, your results validated and explained, an action plan, the comparison of your results over time, Santé AI and the connection of your wearables.

Some tests in the panel are being activated at the laboratory. They are added to your results at no cost as soon as they are available.

The plan is not medical insurance or an emergency service, and it does not replace a

consultation with your doctor: it does not include a medical consultation, diagnosis, prescription or treatment. Santé AI is an artificial intelligence system: its answers are educational and do not diagnose. In an emergency, call 112.

03 · Price and payment

How much you pay, how and when.

Price: €495 a year

Payment: One payment a year

Payment method: Secure payment

Promotional codes: The discount only applies to the first year. Renewal is at €495.

€495 a year is the final price of the plan, with any applicable taxes already included. No other charge is added at payment.

You pay when you join, by card or by the other methods you see on the payment screen. Stripe handles the charge and we do not store your full card number.

By subscribing you authorise us to charge the renewal each year to the payment method you have saved, until you cancel it. You can change that payment method in the app.

We issue an invoice for every payment. You can find it in the app, under Account > Invoices.

04 · Medical request

A Santé doctor reviews your history and signs the request before your blood draw.

After joining you complete your health history in the app. A doctor reviews it before your appointment, with no extra steps for you; we only write to you if some information is missing.

If the doctor decides that the blood test is not suitable for you, they do not sign the request. In that case we tell you in the app and by email, your plan ends and does not renew, and you get the full amount back without having to ask.

05 · Renewal and advance notice

How the plan renews and when we notify you.

Renewal: Automatic every year, at €495

Advance notice: At least 15 days before the deadline for cancelling the renewal, with the amount and the date

Your plan lasts one year from the day you join. It renews for another year, with a new full blood test, unless you cancel the renewal before the deadline. That date is always in the app, under Account > Your subscription.

The advance notice reaches you by email and in the app. It reminds you of the amount, the charge date, the deadline for cancelling the renewal and what happens if you do nothing: the plan renews and you are charged (art. 97.1.p of Spanish Royal Legislative Decree 1/2007, TRLGDCU).

If the renewal price is going to change, we will tell you in advance and, at the latest, in that notice, and you will be able to cancel the renewal at no cost.

If the renewal charge fails, we tell you and try again; meanwhile your plan stays active. If the charge still cannot be made after the retries, we tell you again and the plan is paused: your results and reports stay in the app in read-only mode, and Santé AI and bookings return once the payment goes through.

A plan received as a gift does not renew by itself. If you were already a member when you activate it, the gift adds a year to your plan and the renewal of your subscription is put back until that year ends.

06 · Withdrawal

In which cases and within what period you can withdraw.

We grant you a right of withdrawal: you have 14 calendar days from the day you join to withdraw from the contract, without giving any reason and at no cost, on the terms of arts. 102 to 108 TRLGDCU.

To do so, tell us clearly, before the period ends, that you withdraw, through Contact or by email to contact@santeclinics.com. We will confirm by email that we have received it.

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: Plan Superhuman. Ordered on (date). Name. Address. Account email. Date. Signature, only if this form is sent on paper.”

You will receive the full amount to the same payment method, without undue delay and no later than 14 days after you tell us. When you withdraw, your plan ends.

Once 14 days have passed since you joined there is no right of withdrawal, but you can cancel the renewal (section 8) and the refunds in section 7 still apply.

07 · Refunds

When we give back what you have paid.

If the doctor does not approve: We refund everything you have paid

You also get the full amount back if you withdraw in time (section 6).

If a sample cannot be analysed for a reason attributable to the laboratory, we repeat the draw at no cost. If we do not provide the service or provide it badly, you can ask us to do it properly or to refund the price, in full or in part as appropriate.

Cancelling the renewal does not give rise to a refund of the current year: you keep the plan until the year you paid for ends.

Refunds go to the same payment method. How long they take to appear in your account depends on your bank. With every refund we issue a corrective invoice.

08 · Cancellation

How to cancel the renewal and what happens next.

How: In the app, in 3 taps

Afterwards: You keep access until the end of your year

Cancelling the renewal is free and you do not have to give a reason. In the app, go to Account > Your subscription, tap Cancel renewal, choose a reason or skip it, and confirm. We send you a confirmation email with a reference.

If you cannot get into the app, write to us through Contact and we will process the cancellation for you.

If you cancel before the deadline we do not charge the renewal. Until the end of your year you still have everything, including this year's blood test if you have not done it yet. After that,

your results and reports become read-only and you can export them. You can reactivate the renewal whenever you like.

If you delete your account, your plan ends and does not renew. The current year is not refunded, unless you withdraw in time (section 6).

09 · One full blood test a year

Your plan includes one full blood draw per subscription year.

The draw is done by appointment at the Santé Labs laboratory (Av. Diagonal 380, 08037 Barcelona). You book the appointment in the app, sign the blood draw consent before the visit and bring your DNI, NIE or passport.

You can change or cancel your appointment at no cost in the app, within the period stated in the appointment confirmation. If you do not attend, the blood test is still included in your plan and you can book another day.

We notify you in the app when your results are validated. If a value needs prompt attention, the laboratory calls you by phone.

If you want to repeat the blood test before your year ends, you can buy an additional one in the Santé Store once three months have passed since your blood draw. It is a one-off payment that does not change your plan or its renewal. Its price and conditions are shown in the Santé Store before you pay.

10 · Services coming soon

What is not available yet.

Home blood draw: Coming soon

Supplements: Coming soon

Genetics: Coming soon

These services are not part of the plan and cannot be bought yet. When they become available they will have their own price and their own terms, and they will not change what you have already bought.

11 · Changes to the terms

How we tell you if these terms change.

We may change these terms when the law changes, for security reasons or when we add, change or remove features of the service. Changes do not affect the year you have already paid for, unless they benefit you or the law imposes them.

We will tell you by email before they apply and, at the latest, in the advance notice of renewal, so that you can cancel it at no cost if you do not agree. The current version and its date are always on this page.

12 · Complaints and contact

Where to write to us and how to file a complaint.

Write to us through Contact: https://santelabs.com/en/contact

We answer complaints as soon as possible and within 15 days at most. The complaints document explains every channel, the official complaint form and where to turn if you disagree with the answer.

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

These terms are governed by Spanish law and do not limit the rights the law gives you as a consumer. You can go to the courts of your place of residence or to any other court the law allows you to choose.