



IDentityTrust DNA
PATERNITY TESTING AGENCY

Refund Policy and Additional Terms and Conditions

Effective January 2023

Please read and initial each item:

- All sales are final and all services are nonrefundable. ____
- **IDentityTrust DNA** and its affiliates are not responsible for confirming pregnancy or a healthy fetus. It is the client's responsibility to determine whether or not they are pregnant, how far along they are and whether they (the client) are a suitable candidate for our testing services before they make an appointment. ____
- Once appointments are set, no refunds are allowed, regardless of circumstances regarding the test parties or the pregnancy. ____
- All test processing and results turnaround times, including those advertised for rushed processing, are estimated only, not guaranteed. ____
- No refunds or discounts are allowed for test results that may be delayed due to weather, insufficient specimen samples, or for any other reason. ____
- Participating test parties and/or 3rd party payors of a test are jointly and severally liable for payment in full of test fees, regardless of original payment method or payor. ____
- All accounts and payment arrangements must be settled within 30 days of the original appointment, regardless of the status of the testing or results. ____
- After the initial appointment, if a test party changes their mind, refuses or is otherwise unable to continue with testing for any reason, all testing fees are still nonrefundable and outstanding amounts are due in full. ____
- If a miscarriage, a misdiagnosed pregnancy or other pregnancy complication occurs, all testing fees are still nonrefundable and outstanding amounts are due in full. ____
- Due to complex nature of DNA testing, the need may arise for a test participant to submit additional DNA sample(s) in order for the test to be completed successfully and accurately. If a test party refuses or is otherwise unable to submit additional DNA when requested or needed, all sales are final, all testing fees remain nonrefundable and all outstanding amounts are due in full. ____

By signing below, I hereby acknowledge, understand and accept the above refund policy and additional terms and conditions.

Printed Name: _____

Signature: _____

Date: _____