



ISO 17025 CERTIFIED - NATA ACCREDITED LABORATORY

Rest assured with DNA SOLUTIONS accreditations, qualifications and experience.

When you call DNA SOLUTIONS, you are dealing directly with scientists and the laboratory that is testing your samples. Many online operators are only middle-men with either a PO Box address, or no advertised address, that pass on your samples to another firm, leaving you without qualified technical support.

DNA SOLUTIONS parentage testing laboratory is ISO 17205 certified, accredited by NATA (National Australian Testing Authorities). We have the highest level of accreditation possible for this field of paternity testing. We have collection points for our paternity tests in every major capital city in Australia. DNA SOLUTIONS has been performing paternity tests for over 15 years with qualified scientists and doctors. To date we have carried out over 90,000 DNA tests, and boast a state of art DNA facility with cutting edge DNA analysis techniques and equipment.

THE DNA KIT

The kit in front of you is all you need to obtain the most accurate DNA test using some of the latest DNA analysis technologies and methodologies in the world today. You only need to use the mouth swabs to rub on the inside of the cheek for several seconds, and mail them back to us.

Enclosed you will find the Sample Submission Form, which you must fill out. You only need to include details of those people who are being tested.

DISCREET SAMPLES

If you want to test discreetly, you can send us a hair sample (plucked hair with hair root/follicle visibly attached – **no** cut or fine/grey hair), a used toothbrush, a cotton bud of ear wax, or various other samples types. Used toothbrushes need to be placed inside a labelled paper envelope. If a discreet samples fails to give us a result (as can occur in samples without sufficient DNA), you can send us another discreet sample at a later time at no additional charge.

TEST EXTRAS

We have various testing extras you can order, such as express testing (in as little as 24 hours), or receiving images of your DNA from the analysis computers, showing you what the scientists see when they are giving out the results. You can select from the available options on the sample submission form enclosed.

LEGAL PATERNITY TESTING

If you need your results valid and recognised by government departments and law courts, then you cannot take your own samples. You will need us to take your samples (or any doctor) and you should ask us to send you the paperwork for that test. A legal (court approved) paternity test costs from \$770.

CONFIDENTIALITY

DNA SOLUTIONS has a strict confidentiality policy. Under no circumstances is information ever passed to any third party without permission of the person requesting the DNA test.

If you have any queries, feel free to contact us Toll Free on **1800 000 362**.

Mail all paperwork and samples to:

**DNA Solutions
4 Eastgate Court
Wantirna VIC 3152
Australia**



TERMS AND CONDITIONS

1. We (DNA Solutions) warrant that that the result of the analysis of biological samples provided, whose testing you authorise, is correct but subject to a margin of error of 0.001%. No further representation, warranty, or undertaking is given or made in relation to the result of analysis.
2. The information contained in the result of analysis is prepared solely for the use of the customer to whom it is given or sent by DNA Solutions.
3. In the very unlikely event that the result of analysis is found to be in error, being the error caused by DNA Solutions or one of its partners, we shall refund to you any amount you have paid us in respect of the analysis. Alternatively, we shall perform further analysis at no charge to you, the customer.
4. Subject to paragraph 3 above, we shall not be liable for any loss or damage suffered by you or any other person as a result of the provision to you of a result of analysis, the activity of the company or any error that may occur while the samples where in possession of DNA Solutions.
5. We make no representation, express or implied, that the result of analysis is fit for any particular purpose. If you intend to use the result of analysis in any court proceeding you should obtain independent legal advice with regard to your legal rights and with regard to the cost and practicalities of so using the result of analysis.
6. You warrant that you are legally entitled to possession of the samples you have provided to us. You agree to indemnify us against any loss or damage that we may suffer as a result of any illegal activity related to the requested service and in which you may have taken part directly or indirectly. You should obtain independent legal advice about your legal entitlement to take or obtain samples of biological material from persons other than yourself. We make no representation that you are legally entitled to perform any particular act in order to obtain biological samples for analysis, and we will not indemnify the customer or any other person for any illegal act derived directly or indirectly from the sample collection or the test.
7. If a supplied discreet sample is deemed to be insufficient for testing purposes, we will test one additional discreet sample at no extra charge. If this sample is also deemed insufficient for testing purposes, any further discreet samples tested will occur an additional discreet sample fee. Discreet sample fees are non-refundable.
8. You agree to allow any DNA information obtained to be used anonymously for scientific statistical purposes.
9. You agree to pay a \$25 fee for any returned cheques.
10. DNA SOLUTIONS gives test results faster than its advertised time in over 99% of cases, no liability is accepted for late results. The promised date of receipt refers only to the result of the test, not including any additional report requested. We will not accept responsibility for any delay caused by a third party. Persons who have paid an additional fee for express results, shall receive 20% of that express fee refunded for every day past the promised date of receipt of results, or until the entire express fee is refunded in full.
11. DNA Solutions does not offer an on-site representation for ratifying the results. The client understands and accepts that, in the case the presence of a technician or any other personnel of DNA Solutions or any of its associates for any kind of process (for example a trial), this service will not be offered. In case of a subpoena the client will be responsible for any expense delivered from the displacement of the required person(s).
12. DNA SOLUTIONS will process 16 Loci for a 16-Loci test, 19 loci for an order of a 19-Loci Premium Test, and will process 23 loci for an order of a 23-Loci Super test. In the advent that any loci fail to yield a result (ie. such as can more often happen with difficult, damaged or older samples) the customer shall accept a result allowing for at least 14 out of 16 (for a 16 Loci test), 16 of 19 (for 19-Loci Premium Test) and 19 of 23 (for 23-Loci Super Test) to have yielded a final result.

I hereby agree to the terms and conditions set out above and confirm the information I have given is correct.

SIGNED _____ DATE _____

NAME (Please print) _____

SIGNED _____ DATE _____

NAME (Please print) _____

Written results can only be supplied to persons who agree and sign the terms and conditions (above)

For security purposes, please give us a password, we will ask for this password if you call us for information regarding your test results. (Please remember your password)

MY SECURITY PASSWORD IS: _____

PROCEDURE FOR CHEEK SWAB COLLECTION

Wash your hands and use basic hygiene when collecting samples.

If you are using DNA Solutions swabs:

1. **Label** the swab pouch and submission form supplied with the date and the name of the person to be tested.
2. Remove swabs from the pouch (DO NOT touch the end with the bristles).
3. Scrape the bristled end on the inside of the cheek. Continue to rub the swab on the inside of the cheek for about 5 or 6 seconds. Using the second swab, repeat again on the inside of the other cheek.

Note: Please take care with young children that you do not poke the end of the swab into the cheek (You will see the end of the swab has a blunt metal point).

4. Immediately place both swabs back into the sterile pouch and seal closed.

NOTE: If you do not intend to use the swabs supplied, do not send them back or write on the swab sleeve that it hasn't been used.

If you are *not* using DNA Solutions swabs:

1. Label a clean small envelope or snap-lock® bag with the date and the name of the person to be tested.
2. Cut one end off 4 clean cotton buds (take care not to touch the buds themselves) so that one end is blank.
3. Rub 2 of the swabs at the same time on the inside of the cheek for approximately 20 seconds. Using the last 2 swabs, repeat again on the inside of the other cheek.
4. *If storing in an envelope:*
Place swabs immediately into labelled envelope. Seal envelope – do NOT lick the envelope shut.

If storing in a snap-lock® bag:

Place swabs on clean sheet of paper to dry for 5-10 minutes, then store swabs in bag and seal.

DISCREET SAMPLES

Please put moist or wet samples into a paper envelope so the sample can dry out and preserve the DNA for us to test.

Dry samples (ie. used band-aid, or cotton bud with ear wax) can be placed into a zip lock plastic bag.