



Thank you for choosing us. Please, read these documents carefully and contact us if you have any questions.

TAKING A KINSHIP TEST

You have several options to verify a paternity or maternity link when the sample of the father and/or mother is not available. Please read the details below and contact us if you have any questions about which analysis is more suitable for your case.

** The available tests are for peace of mind only and not valid for legal purposes.*

Test for Male Relationships - Y Chromosome Test - £ 299, 99.99% accuracy:

This test verifies if two males (or more) share the same paternal line. For example, two brothers, paternal grandfather-grandson, uncle-nephew, etc. This is possible thanks to the fact that all men in a family share the same Y chromosome, which is passed down from father to son. Therefore, this test cannot be used if the people tested could have another biological relationship on the paternal line. For example, when testing two brothers to know if they share the same father, this test could not be ordered if they could have different but related fathers.

Test for Female Relationships - X Chromosome Test - £ 199, 99.9% accuracy:

This test is mainly used to check if **two alleged sisters** share the same biological father. If the sisters share the same biological mother, then they must submit her sample for this test. If the possible father (or mothers, if different) share a biological relationship (for example, brothers), then this test cannot be carried out. The X Chromosome Test can also be used to test a **paternal grandmother and her granddaughter**.

Test for siblings or other relationships - Kinship Test - £ 299, 80 to +95% accuracy:

This test is mainly used to verify if **two (or more) siblings** share the same father or the same father and mother. Nonetheless, the Kinship Test can also be used for many other relationships, like **paternal grandfather-granddaughter, paternal grandmother-grandson, etc.** (please contact us for more information if necessary). Thanks to the analysis of 27 DNA regions and a thorough statistic study, we can determine the probability of the people tested sharing a certain biological relationship. It is important to bear in mind that there is always a small chance of obtaining an inconclusive result; that is, not being able to confirm whether the people tested are related or not. Providing additional samples (for example, the mother's sample when testing siblings) can be helpful, but please note that no refund will be made if a result is inconclusive. Please read our terms and conditions for more information.

Test for Maternal Relationships - Mitochondrial DNA Test - £ 199 €, 99.9% accuracy:

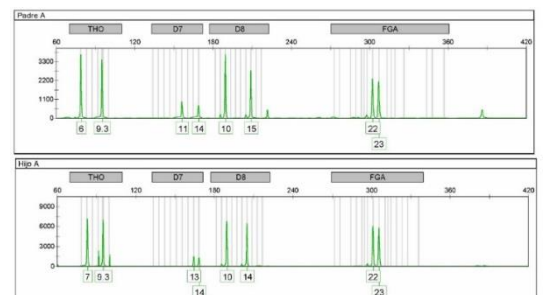
This test verifies relationships on the maternal line. Mitochondrial DNA is inherited only from one's mother. This means that relationships on the maternal line can be traced only analysing this type of DNA, as only females pass it down to her descendants. For example, this test can be used to check if two siblings (regardless of their gender) share the same mother. It is also valid for other relationships, like maternal grandmother-grandchild.

ADDITIONAL OPTIONS ON YOUR FORM

Analysis of non-standard samples (+ £ 99): If you are unable to provide a standard sample (mouth swab) for any of the donors, you can submit a non-standard sample. This has an extra cost of £ 99 per sample. Please send us an email to receive a list of the non-standard samples that we currently accept.

Analysis of additional persons (+ £ 99): If you want to test more than the standard number of people for a specific test, you may do so. Please note that some extra samples may be tested for free.

Graphics of the genetic profiles (+ £ 19): Only available for the Y chromosome test, the **electropherograms** display the DNA profiles tested as a graphic, as they are shown by our analysis software. An explanation is also provided.



SECURITY AND CONFIDENTIALITY

DNA Solutions follows strict confidentiality protocols according to the European privacy regulations. Please read our privacy policy on our website before submitting your samples.



CAREFULLY READ AND FOLLOW THE INSTRUCTIONS BELOW

PROCEDURE TO COLLECT A MOUTH SWAB FOR A DNA TEST

Please wash your hands and keep a basic hygiene. It is advisable to collect the samples after waking up in the morning, before eating or washing one's teeth. If this were not possible, the samples can be collected at any other time as long as one waits one hour if the donor has eaten or brushed his/her teeth.

1. Prepare and label the envelopes that will contain the samples.

Prepare one normal paper envelope for each of the people that will be tested. Write down the identification and sex of every donor. You do not need to use the full name: for example, you can label the samples with initials or using any other identification, such as "Alleged father" and "Alleged son". **Write down the same identification** on the envelopes and the submission form.



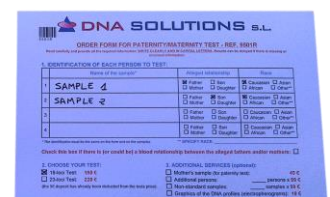
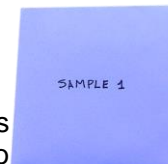
2. Collect the samples.

- a) Take 4 cotton-buds for each donor (for example, for a basic paternity test, this will be 4 cotton-buds for the alleged father and 4 cotton-buds for the alleged child). Use normal cotton-buds, the same ones you use to clean the ears.
- b) Cut off one of the tips of each cotton-bud, so each cotton-bud will remain with a single cotton tip.
- c) Take 2 cotton-buds at the same time and softly rub the inside of the right cheek (inside the mouth) with the cotton tip for **30 seconds**. Place the cotton buds on a clean surface (for example, a sheet of clean paper or a clean paper towel).
- d) Repeat point c) with the other 2 cotton buds and the left cheek (always inside the mouth). Leave the cotton buds on the clean surface. It is important not to mix up the cotton buds of two different people!
- d) Leave the cotton-buds to air-dry for one hour and then put them on the labelled envelopes. Do not seal the envelopes with saliva. Do not use a hermetic container (plastic, glass...) to keep the samples.



3. Fill in the submission form and the terms and conditions page.

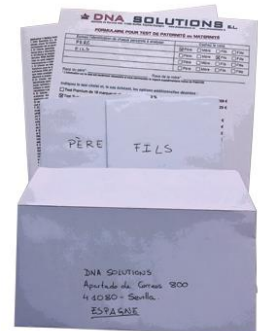
Fill in the information required and sign the terms and conditions page (this can be on the back of the order form or on a separate sheet). Do not forget to provide the same identification for the samples that you have written down on the envelopes of the cotton buds. You can make a copy of these forms once they have been filled in for your files.



4. Ship your samples and forms to DNA Solutions.

Mail your samples and forms to DNA Solutions (by normal or tracked post) to:

DNA SOLUTIONS Pty. Ltd.
Kemp House, 152-160 City Road
London EC1V 2NX
UK



You can also follow these instructions on www.dnasolutions.es/en

You must know: You do not need to collect the same type of samples for all donors (please contact us if you wish to send other types of samples), nor that all samples are collected at the same time. Please note that mouth swabs will be good for testing for several weeks if they are protected from direct sunlight and humidity (do not keep them in the fridge!), but we recommend you avoid holding the samples for long so, once they get to us, we can extract as much DNA as possible.



ORDER FORM FOR A KINSHIP TEST

Read carefully & provide all the required details. WRITE CLEARLY & IN CAPITAL LETTERS. Results can be delayed if there is missing or incorrect information.

1. IDENTIFICATION OF EACH PERSON TO TEST:

	Name of the sample*	Alleged relationship	Race
1			<input type="checkbox"/> Caucasian <input type="checkbox"/> Asian <input type="checkbox"/> African <input type="checkbox"/> Other**
2			<input type="checkbox"/> Caucasian <input type="checkbox"/> Asian <input type="checkbox"/> African <input type="checkbox"/> Other**
3			<input type="checkbox"/> Caucasian <input type="checkbox"/> Asian <input type="checkbox"/> African <input type="checkbox"/> Other**
4			<input type="checkbox"/> Caucasian <input type="checkbox"/> Asian <input type="checkbox"/> African <input type="checkbox"/> Other**

* The identification must be the same on the form and on the sample pouches.

** SPECIFY RACE: _____

2. CHOOSE YOUR TEST:

- Y Chromosome Test: **£ 299**
- X Chromosome Test: **£ 199**
- Mitochondrial DNA Test: **£ 199**
- Kinship Test: **£ 299**

3. ADDITIONAL SERVICES (optional):

- Additional persons: _____ persons x **£ 99**
- Non-standard samples: _____ samples x **£ 99**
- Electropherograms (Y chromosome test only): **£ 19**

4. RESULTS (choose as many options as you want):

- Telephone Email WhatsApp Telegram App

Please note, you may order the result by post at no extra cost. Please notify us when you receive it by any of the means above.

5. CONTACT DETAILS (only write those we can use to contact you):

▶ You must provide a password: _____

Email: _____ Phone: _____

6. PAYMENT:

When sending this document, I accept the payment of £ _____ for the service(s) chosen above.

<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard	Card Number: _____ Exp. Date: _____ Card Holder: _____ Signature: _____ <small>(As it appears on the card)</small>
<input type="checkbox"/> Online	With Visa/MasterCard on: https://www.dnanow.com/secure/es-en/payment-form.html
<input type="checkbox"/> Bank Transfer <input type="checkbox"/> Bank Deposit	Natwest Acc. 50350242. Sort Code 60-02-20. Quote your full name or reference number if you have it.

Read and fill in the QUESTIONNAIRE and the TERMS & CONDITIONS FORM (please note the privacy clause!)

SERVICE TERMS & CONDITIONS

SERVICE AND RESULT

1. DNA Solutions S.L. (from now on DNA Solutions) and the signatory(s) (from now on the Client) are the two integral parties of the present agreement with the purpose is that of a DNA analysis service (from now on, the Service).
2. The Client warrants that they are over 18 years old and that they enter this agreement freely and voluntarily.
3. The Client warrants to be legally entitled to submit the DNA samples of all donors and to receive any information concerning the service ordered. The Client accepts to indemnify DNA Solutions for any loss or damage suffered as a result of any illegal activities performed by the Client in direct or indirect relation to the Service. DNA Solutions makes no representation that the Client is legally entitled to submit the biological samples or to order the Service, and it will not be held responsible nor will indemnify the Client or any other party for any illegal act derived directly or indirectly from the sample collection, the Service ordered, the test performed or its result.
4. It is the Client's responsibility to obtain all the necessary information to choose the appropriate testing procedure. DNA Solutions will assist the Client and answer all their questions, but it will not be held responsible if the Client disregards and/or misunderstands the information provided by DNA Solutions.
5. It is the Client's responsibility to follow the instructions provided by DNA Solutions for the sample collection. If a swab sample does not provide enough DNA, if the DNA found belongs to a person of the opposite sex, or if the sample is contaminated with more than one donor's DNA, the Client will pay the extra person fee for the analysis of a new swab sample.
6. The Client accepts that the analysis of a non-standard sample (also called alternative or discreet), that is, any sample different from a mouth swab, implies an extra fee, which is stated on the Client's form. This fee is non-refundable, and it is applied per sample, regardless of whether the samples belong to the same person, or whether the samples are of the same type.
7. The Client understands that a non-standard sample may not provide enough DNA to conclude a result. If that happened, DNA Solutions will analyse a standard sample of that same donor at no extra cost. The analysis of any new non-standard samples implies the same fee as the analysis of the first one.
8. When the Client has paid just the deposit, DNA Solutions will abide by the prices stated on the paperwork sent to the Client for a period of 6 months from the moment the paperwork was sent. When the Client has paid the full amount of the Service upfront, DNA Solutions will abide by the prices stated on the paperwork for a period of 2 years from the moment the paperwork was sent.
9. The Client is responsible for submitting to DNA Solutions all the required samples and paperwork correctly and completely filled in. Otherwise, DNA Solutions cannot guarantee that the Service can be performed, and/or the result can be released until the situation has been solved.
10. The turnaround time for the Service is approximate and varies depending on the type of Service, beginning the next day from the reception of all samples, paperwork and payment by DNA Solutions. This turnaround time refers only to the time to obtain the result of a test with standard samples, and not to any additional time imputed to third parties or required to produce any additional reports. The approximate turnaround time may be extended due to genetic particularities of the people tested (f.ex. genetic mutations) or due to other issues derived from the samples submitted.
11. DNA Solutions takes no responsibility for delays or the impossibility to perform the Service due to reasons out of the control of DNA Solutions. However, DNA Solutions will inform the Client in that event.
12. DNA Solutions warrants that the result obtained for the Service is correct in accordance with the information provided by the Client. The accuracy advertised for the test may vary slightly on the result report. and with the approximate accuracy rate expressed on the report of the result.
13. DNA Solutions may produce a result based on less markers than those stated for the Service as long as the result meets the quality protocols established by DNA Solutions.
14. If the Client states that the result obtained by DNA Solutions is wrong, considering the error is attributable to DNA Solutions, the Client may order the Service again, paying the full amount of the Service before it can begin. The amounts paid for both the first and second analyses will be refunded in full if it is concluded that the error is attributable to DNA Solutions. No refund will apply if it is concluded that the mistake is attributable to the Client or to a third party while the samples were still under the Client's responsibility.
15. It is the Client's responsibility to provide DNA Solutions with all the information necessary to perform the Service before the analysis has begun. DNA Solutions takes no responsibility for inaccurate, wrong or inconclusive results when the Client has not provided all the necessary information or has provided false information.
16. DNA Solutions reserves the right to modify the samples identification to accurately reflect any incident or detail that DNA Solutions considers to be relevant for the correct interpretation of the results by any of the parties.
17. For Services in which certain samples are analysed free of charge, this will include one sample per donor submitted along with the other samples.
18. The Client accepts and understands that the information contained on the result and report(s) of the Service is only for their private use and cannot be used for legal purposes.

19. The Client accepts and understands that the result obtained for the Service may be inconclusive, for example when the amount of DNA shared between those tested does not meet the standards that allow to conclude a result or, for ancestry tests, when the DNA profile obtained does not allow a haplogroup classification. In these cases, DNA Solutions will perform, if possible, analyses of other donors who may help conclude a result free of charge or at an extra cost depending on the type of procedure. In the event of an inconclusive result, the Client accepts and understands that no refund will apply.
20. DNA Solutions does not offer an on-site representation service for ratifying the results. The Client accepts and understands that, in case the presence of a technician or any other personnel of DNA Solutions or any of its associates is required for any kind of process, this service will not be offered. In case of a subpoena, the Client accepts to pay the charges for this service, as well as any other expenses derived from it.
21. DNA Solutions will communicate the result to the Client at no extra cost by the methods expressed on the Client's form. If the Client requests the result to be sent by any other method or to a location outside Europe, DNA Solutions reserves the right to apply an extra fee for the handling and shipping costs.
22. The shipping of results by email or by normal post will be done one time free of charge for a 3-month period after the result was obtained. After that time, the shipping of the results and/or reports by normal post will have an extra cost of 15€/£15 per copy; the shipping of the results and/or reports by email will be done free of charge up to two times, applying the same fee as for the re-shipping by post from the third request on.
23. DNA Solutions reserves the right to not performing a Service if we suspect that the Client may have intentions of violating any of the clause above.

PAYMENTS AND REFUNDS

24. The Client accepts that the Service will not be performed, and the result will not be released until the Service has been paid in full.
25. DNA Solutions reserves the right to destroy the biological samples if the Service has not been paid in full after 3 months since they were received. If the Service has been partially paid, DNA Solutions will archive the case after 3 months since it was received; it may be possible to reactivate the case, depending on the situation, once any remaining payment has been received.
26. DNA Solutions cannot guarantee that a payment will be accepted if done by a method different from those stated on the Client's form. Any additional fees derived from the chosen payment method will be borne by the Client.
27. In the case of payments by credit or debit card, DNA Solutions reserves the right to request proof that the card is not being used fraudulently.
28. If the Client wishes to cancel the Service before sending the samples for testing, DNA Solutions will only accept cancellation requests by email or post.
29. If the Client wishes to cancel the Service after the samples have been submitted to testing, DNA Solutions may require a specific cancellation form.
30. If the Client wishes to cancel the Service once DNA Solutions has begun the analysis, no refund will apply.
31. When the Client has paid the full amount upfront, regardless of whether the cancellation request is done before or after the kit has been sent, a fee of 15€ will be deducted from the amount to be refunded.
32. When the Client has only paid the deposit to receive the kit, no refund will apply for cancelling the Service.
33. In the event that DNA Solutions is forced to cancel the Service for force majeure, the Client will be refunded the amount paid in full.
34. All refunds will be done by bank transfer or by credit/debit card only in case this was the payment method and that the refund is done within 30 days.
35. The fees derived from a refund for a mistake attributed to the Client will be deducted from the amount to be refunded.

CONFIDENTIALITY

36. DNA Solutions abides by the current European laws on data protection (GDPR). Our privacy policy is available in full on our website.
37. It is the Client's responsibility to ensure the confidentiality of the information included on the results and reports once those have been submitted to them.
38. DNA Solutions warrants to only provide information about the Service through a contact method which allows a reliable identification of the Client, or when the password is provided, or when the Client has previously provided explicit authorisation to share said information. DNA Solutions takes no responsibility if information on the Service is communicated to unauthorised third parties who confirm the password.
39. The Client can change their password by sending a written request by post signed by all the parties that signed this document.
40. DNA Solutions will destroy all samples 3 months after the result has been obtained but the information on the Service performed, including the result, will be available to the Client for 1 year after the result was obtained. Read or privacy policy for more information.
41. DNA Solutions reserves the right to modify this document at any time and without prior notice.

Check this box if you authorise DNA Solutions to use the information obtained from your analysis anonymously for statistic and/or scientific purposes.

Check this box to confirm that you have read and accepted our privacy and data protection policy. Your test will not be performed if this box is unticked.

DATE: _____

FULL NAME: _____

SIGNATURE: _____

EXPLAIN THE BIOLOGICAL RELATIONSHIP YOU ARE SEEKING TO VERIFY:

ADDITIONAL INFORMATION FOR THE KINSHIP TEST

Note: The more first grade relatives that participate in the test, the higher the accuracy of the result. To verify paternity, the mother's sample (or mothers'), must be provided whenever it is possible.

- When testing siblings only:
1. Do they share the same MOTHER? Yes No Unsure
 2. Do they share the same FATHER? Yes No Unsure
 3. Are you able to provide the sample of the mother(s)? Yes No
 4. Are you able to provide the sample of the father(s)? Yes No

5. Do the biological/alleged mother(s) and/or father(s) share a blood relationship (for example, when it is uncertain which one of two brothers is the father of a child)? Yes No

If your answer is **YES**, please provide more information at the top of the form.

ADDITIONAL INFORMATION FOR THE X CHROMOSOME, Y CHROMOSOME & MITO-DNA TESTS

1. If ordering a **X Chromosome Test** between alleged sisters, do the sisters share the same mother?
 Yes No (**Note:** If your answer is **YES**, you **must** send the mother's sample or order the kinship test.)
2. If ordering a **X Chromosome Test** between alleged sisters or between grandmother and granddaughter, is there a blood relation between the possible fathers or between any of the possible fathers and mother, or between the mothers (if you are testing sisters with different mothers)? Yes No
3. If ordering a **Y Chromosome Test**, do the donors of the samples share a blood relation besides the one being tested with this analysis? (For example, when testing two men to see if they share the same father, but they could also be cousins if they are not brothers -their fathers would be related-). Yes No
4. If ordering a **Mitochondrial DNA Test**, do the donors of the samples share a blood relationship besides the one being tested with this analysis? (For example, when testing two half-siblings to see if they share the same mother, but, in case they don't, they could be cousins because their mothers would be sisters between them.)
 Yes No

If you have answered **YES** to questions 2, 3 or 4 of this section, please provide more details at the top of the form.