

Lifecode Gx® Package Terms

What to expect after ordering

We will mail you a DNA test kit containing a sealed cheek swab, a stabilising capsule, a consent form (with instructions on the back) and a return addressed envelope.

Please follow the instructions carefully, not forgetting to sign the consent form and not forgetting to include the stabilising capsule (unbroken) in the tube.

Approximately 2 weeks after receiving your sample, you will be able to book an appointment with a practitioner allocated from a pool.

The processing is expected to be completed approximately 3 weeks after receiving your sample.

The practitioner will email your report as a PDF prior to the appointment.

Our communication with you

We will not contact you to confirm your sample has been received by us.

Approximately 2 weeks after receiving your sample, we will email you with details of how to book the practitioner appointment.

Once you have booked an appointment, your allocated practitioner will email your report to you prior to the appointment date.

We will send you a followup email after the appointment.

The practitioner appointment

The appointment is in the form of a 30 minute Zoom call. If Zoom is not a good option for you, we can usually arrange another suitable form of contact.

The appointment is to provide the opportunity to answer questions and walk you through the report. It is not a nutritional therapy consultation.

You are not entering into a client/practitioner arrangement with the allocated practitioner.

The report

The information provided in the report(s) should not be used for diagnostic or treatment purposes and is not a substitute for personal medical advice. Use the information provided by Lifecode Gx solely at your own risk.

Lifecode Gx makes no warranties or representations as to the accuracy of information provided in the report(s). If you have any concerns about your health, please consult a qualified health professional.

The lab will attempt multiple times to achieve a high level of statistical confidence for a particular result, but if that cannot be met, it is reported as 'no result' on the report. It is not unusual to have a few SNPs reported as 'no result' across the whole profile.

Time limitation

The sample must be returned to us along with the signed consent form within 2 months of the order being placed.

The practitioner appointment must be booked within 4 months of the order being placed.

Ordering additional reports

During your appointment, your allocated practitioner will be able to advise on the selection and process of adding reports.

Additional reports can be added to your order without the need for another DNA test kit provided it is within 5 months of the initial report being produced.

We advise booking a follow up appointment with your allocated practitioner to walk through additional reports. Note that a charge applies for follow up appointments.

Refunds

If you change your mind in the first 14 days after ordering, we will refund you - provided that you have not used the swab to take a DNA sample and returned it to us.

If you have returned a DNA sample to us, or more than 14 days have passed, we cannot refund your order.

Shipping

UK addresses

For UK mainland addresses (including Northern Ireland and the Channel Islands), we will send the kit using Royal Mail first class postage.

We will provide a pre-paid return envelope.

Non-UK addresses

We will send the kit by DHL or UPS courier and a shipping fee will be applied to the order.

We will need an email address and telephone number to pass to the courier company, in case they need to contact you about delivery.

There may be customs charges and tax to pay by the recipient.

Return postage will need to be arranged and paid for by the recipient.