

TERMS OF SERVICE FOR CONSUMER DNA TEST KITS

These terms are also posted at www.wyndhamforensic.ca.

Wfg is committed to presenting objective, impartial, and properly qualified results and opinions to every client.

The following general terms of service cover the sale and testing of consumer DNA test kits on behalf of clients by Wfg. By purchasing and submitting items for testing, clients accept and agree to these terms:

1. Consumer DNA Test Kits are final sale. Kits are not refundable and must be submitted to the laboratory within one year of purchase for analysis and reporting.
2. Wfg assumes no responsibility for the proper collection of DNA samples or for sampling error that may occur when collecting DNA samples.
3. Wfg assumes no responsibility for obtaining proper and informed consent to collect DNA samples.
4. A report will not be issued until all kits for the test have been received (eg. sample from putative father and samples from all children). Once samples have been collected for DNA donor(s), Wfg recommends submitting all used test kits to Wfg together in one shipping container to avoid delays in receiving your report.
5. Consumer DNA Test Kits do not include a chain of custody or verification of identity and are not intended for legal purposes.
6. Wfg accepts requests for testing only where it has the capability and resources necessary to fulfill them. Wfg reserves the right, at its sole discretion, to refuse to provide services to any person or organization where providing them would diminish confidence in its competence, impartiality, judgement or operational integrity.
7. Records of communications between Wfg and the client, before, during and after testing, are maintained by Wfg.
8. Unless specifically directed by the client, Wfg shall be solely responsible for selecting appropriate test methods capable of meeting the requirements of the client. Where deviation from a test method is deemed technically justified by Wfg, its basis shall be documented internally. The client authorizes Wfg to make such deviations, where justified, and accept such deviations when they have been made.
9. Wfg will not sub-contract any work without notifying the client in advance.
10. The Wfg complaint policy shall be made available to any interested party upon request. Clients are instructed to email admin@wyndhamforensic.ca with the subject heading "Attention: Quality Manager" should they wish to file a formal complaint or commendation.
11. Wfg will inform the client in the unlikely event that errors or other quality issues are detected and affect, or have the potential to affect, test results or opinions.

12. Wfg shall communicate the results of testing exclusively to the client at the email address provided unless the client specifies that they wish the report to be mailed to the address given. A report may not be issued in the event not all DNA kits have been returned to Wfg.
13. Remaining items and packaging submitted to Wfg shall be destroyed post-testing, as outlined in the test report.
14. Case records compiled during examinations at Wfg are considered the property of the client but must be maintained at Wfg for a period of time as a requirement of its quality management system. Unless otherwise directed by the client, these records will be destroyed no sooner than 2 years following the date of the final report.
15. Wfg complies with the provisions and requirements of the *Personal Information Protection and Electronic Documents Act*. For further information, contact the Privacy Officer at info@wyndhamforensic.ca. The company and its staff shall keep in strict confidence all information provided by the client in advance of, during, and following testing, except where disclosure of such information is required by law.
16. Client contact information shall be used by Wfg to communicate test results. It may also be used to survey clients regarding their degree of satisfaction with services rendered and for the dissemination of promotional materials. Client contact information shall not be disseminated.