

ClearLine DNA – Terms of Service

By using our services, you agree to the following:

Our Service

We provide DNA sample collection and work with accredited laboratories to carry out testing.

Results

- Results are based on the samples provided
 - We are not responsible for incorrect samples submitted by customers
 - Results are sent by secure email
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Payments

- Full payment is required before testing
 - Prices may vary depending on the service
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Appointments

- Legal tests require scheduled appointments

- Missed appointments may be charged
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Additional Costs

Extra charges may apply for:

- Additional participants
 - Separate appointments
 - Special locations (e.g. hospitals or prisons)
 - Printed reports (£10.50)
 - Archive retrieval (£25 + VAT)
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Refunds

- Refunds are not available once testing has started
 - If cancelled early, partial refunds may be considered
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Liability

We aim to provide a reliable service, but we are not responsible for delays caused by external factors.

Contact

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Phone: [07915 580336](tel:07915580336)