Dear Sir/Madame,

Thank you for choosing DNAlogy, the European center for Genetics and DNA identification, for your DNA analysis. We are bound to offer you high quality services of DNA analysis and customer care. Your samples will be handled with high thoroughness and discretion using modern scientific methods of DNA analysis according to international standards.

DNAlogy is the first Greek laboratory of international standards in DNA analysis and offers services of DNA identification and detection of biological materials in forensic and civil cases with direct collaboration with the law, justice and police services.

The extensive experience, expertise and reputation of our international scientific team guarantees absolute security, accuracy and effectiveness of the services we provide to you.

Our mission is to help you find the truth while maintaining the ethical values of accountability, impartiality, confidentiality and professional integrity.

In the sampling kit you will find all the necessary instructions and materials to carry out sampling and dispatch the samples as well as the application form necessary for the order of the analysis.

- Sampling kit: Cotton Swabs, storage bags
- Step-by-step sampling instructions
- Order form, application form, general terms and conditions
- Reply envelope (registered post is preferred)

Fill and sign all the necessary documents and return them back with your samples. Your results will be available within 15 working days (after arrival in the lab) and will be sent to you according to your choice of method.

We are glad to answer any additional questions you may have.

Best regards,

Dr Fitsialos Georgios
CEO
Instructions for Buccal Cell collection

Attention: Avoid any contact with the cotton tip end of the swabs. Do not eat, drink or smoke for at least 30 minutes before sampling. For the sampling procedure, each individual should use 2 swabs.

Step 1: Label the swabs with a unique identifying name and sampling date.

Step 2: Carefully open the sterile swab packaging holding the red plastic applicator end and remove the swab from the packaging.

Step 3: Rub the cotton tip of the swab firmly against the inside of both cheeks several times (20-30 seconds) in each direction.

Repeat steps 1 to 3 with the second swab.

Step 4: Air dry the swabs for at least 3 hours at room temperature while keeping them protected from any source of contamination. When dry, place the swabs back in their plastic packaging.

Step 5: Send the swabs back to DNAlogy along with the completed questionnaire (consent and order form) by using the reply envelope.
APPLICATION FORM FOR DNA ID CARD TEST

<table>
<thead>
<tr>
<th>Name(s) of participant(s)</th>
<th>Sex</th>
<th>Ethnic Origin</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>M ☐</td>
<td>Caucasian ☐</td>
</tr>
<tr>
<td></td>
<td>F ☐</td>
<td>Asian ☐</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Black ☐</td>
</tr>
</tbody>
</table>

Order description

<table>
<thead>
<tr>
<th>Order Description</th>
<th>Price (Including VAT)</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Genetic Identity Card (DNA profiling): ID plastic card format</td>
<td>+ 149€</td>
<td></td>
</tr>
<tr>
<td>• FREE DNA sample collection kit • Results within 15 business days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Express service:</td>
<td>+ 100€</td>
<td></td>
</tr>
<tr>
<td>Results within 5 working days upon sample arrival</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shipment of the collection kit out of Greece</td>
<td>+ 10€</td>
<td></td>
</tr>
<tr>
<td>Shipment of the collection kit in Greece is free of charge</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

With the present form I assign DNALogy S.A. to conduct the above DNA analysis, total price ________________.
I recognize that I have read acknowledged and accepted the general conditions and hereby declare that I accept then unreservedly.
Name/Surname: _________________________________________________________________
Signature: _________________________________________________________________
Delivery of the results
(Choose one of the following options):

Recipient’s surname/name: ____________________________
○ Telephone*: __________________
○ E-mail: ____________________________
○ Fax: ____________________________
○ By post: ____________________________
○ By courier (recipient’s charge): ____________________________

*Communication security:
For security reasons, please choose a 6-digit password that will be used in order to identify your identity in case that information will be given to you over the phone.
Your password is (6 digits): ______________________________________

Billing Information

Name Surname: ____________________________
Address: ____________________________
Country: ____________________________ VAT Reg. Number: ____________________________

Payment options

The customer should deposit at least the 50% of the total cost in order to start the analysis

1) Credit Card: VISA ☐ MasterCard ☐
Card number: __________ __________ __________ __________ Exp. date: __/___
Cardholder’s name: ____________________________ Signature: ____________________________

2) Deposit of the total amount to the following bank account:
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------
DNAlogy SA, Emporiki Bank, •IBAN: GR1801206560000000087123146, •BIC: EMPOGRAA
General Term for conduction of DNA analysis

DNAlogy will conduct DNA analysis on the samples that have been dispatched to them. The results allow for the identification/verification of the kinship of the individuals from which the samples come from.

The results of the particular analysis are for personal use only and cannot be used as court evidence. If the client wants an official expertise, then he/she should contact DNAlogy for additional information.

The customer assures that the samples delivered to DNAlogy reached legally to his possession and allows DNAlogy to use these samples for the analysis commissioned. The client allows DNAlogy to use the samples for the analysis he/she ordered and releases DNAlogy from any third party liability claims due to illegal acquisition or use of samples.

DNAlogy is responsible for any possible damage caused during the undertaking of the mandate intentionally or negligently. However, compensation in such cases is only the agreed amount of remuneration.

DNAlogy performs DNA analysis and subsequent evaluation of its results according to international technical standards of science. In case of invalid or partial analysis results without fault of the client, DNAlogy will repeat the analysis with no extra charge. The customer has the right to revoke the order only if the repetition of analysis fails again due to misconduct of the process.

The customer must strictly follow the step-by-step sampling instructions that are included in the kit.

For the reference samples (cotton swabs): If the DNA analysis leads to no or partial results due to poor quantity of biological material or any other reason, the process can be repeated by new sampling and additional cost of 100€ per sample.

For the alternative samples: If the DNA analysis leads to no or partial results due to poor quantity of biological material or any other reason, the process can be repeated with a new alternative sample and additional cost of 100€ per sample.

In case of order cancellation the tax is estimated 100 Euros. The order cannot be cancelled as soon as the analysis process has been started.

DNAlogy will send the analysis results according to the customer’s indicative method as soon as possible. However DNAlogy is not responsible for postal delivery delays.

Any dispute, controversy or claim with respect to the rights and obligations of the parties hereto under this Agreement shall be finally and exclusively settled by arbitration in Athens, Greece.