



Terms and Conditions

Last modified 28.04.2017

When buying the service from www.microbiome.ee you agree to the following terms::

1. The service provider:

Name: Center of Food and Fermentation Technology

Registry code: 11930972

Address: Akadeemia tee 15A, 12618 Tallinn, Estonia

Phone: +372 556 71 598

E-mail: microbiome@tftak.eu

- 2. The service provider provides a service for the analysis of the 16S rDNA of the gastrointestinal samples. The service is based on the separation and sequencing of a bacterial DNA, and is characterized by the relative concentrations of the bacteria in the sample.**
- 3. The service can be ordered online at www.microbiome.ee, and the recording of the samples will be according to the agreed schedule.**
- 4. The final report shows the distribution of bacteria in the table with a brief summary of the characteristics of the sample in comparison to bacterial gastrointestinal statistical data. An expert opinion of microbial composition, according to the current level of science in the world, is added to the results.**
- 5. The information and data provided in the service report and the expert opinion is based on the best knowledge and practical experience of the service provider.**
- 6. The outcomes should be viewed as general recommendations that are based on the results of your analysis, but should not be considered as the final medical recommendations for consumption or avoidance of certain foods, as our specialists do not have a complete overview of your medical condition and intolerances. Therefore, the service provider does not take any responsibility for any direct or indirect service-related damage. For serious problems, we recommend consulting your doctor.**

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7. Although the microbiota tests are very reliable, there is always a possibility of error due to the technological constraints
8. Interpretation of the test results has been prepared according to the expert group studies and research carried out in the world. However, it should be borne in mind, that rapid scientific development in this field brings more and more additional and detailed information.

9. The list of services:

- a. **The basic package**
 - i. Standard Package
 - ii. Before-and-after package
 - iii. Family Plan
- b. **Additional services**
 - i. Analysis of yeasts
 - ii. Parasite analysis

10. Ordering services:

- a. Service can be ordered at TFTAK website: www.microbiome.ee
- b. Minimum quantity – one basic package.

11. Package delivery:

- a. Pick up the product personally – Mon-Fri from 9a.m. to 5p.m. at Akadeemia tee 15A 7th floor – free of charge.
- b. Smartpost – 3 euros.
- c. Omniva – 3 euros.

12. Invoice and payment conditions:

- a. After ordering the service an order confirmation with the bank details is sent to the customer's e-mail.
- b. If the package is ordered by mail, it is paid for at the parcel terminal via a bank card.
- c. If you choose to pick up the package personally, it has to be paid for in advance via bank transfer and the payment order should be provided.



13. Package delivery:

- a. Packages are assembled and shipped in up to 5 working days from the payment date.

14. Complaints:

Complaints can be submitted by e-mail microbiome@tftak.eu:

- a. Up to 3 working days from the Sample (s) arrival date to the customer.
- b. Up to 7 working days after receiving the analysis results.

15. The execution of the analysis:

- a. For packets in section 1.a the analysis are performed in accordance with the schedule determined by the service provider 1 to 2 times a month.
- b. With the purchase of each package the buyer shall be notified of at least two dates when the analysis are carried out.
- c. The customer will receive information about the following analysis of the exercise date of the microbiome@tftak.eu.
- d. The results of the analysis arrive from 2 to 6 weeks after delivery of the samples to the laboratory.

16. Sample collection and storage:

- a. The standard package, the before-and-after package, and the family package sample can be stored at room temperature up to 7 days, in the refrigerator up to 1 month, from sampling.
- b. The sample should be taken 3-25 days before the date of the analysis, but not before or later.
- c. The parasite sample in the solution can be stored up to 3 months, and it is recommended to take samples during multiple consecutive days.
- d. Yeast sample can be stored 24 hours from sampling. Thus, when taking a sample for yeast and parasite analysis, it is recommended to do it on the previous evening or on the day of the analysis and deliver it to the laboratory as soon as possible (section 3.a). The results of samples that are over 24 hours old are not reliable.
- e. Samples shall be taken in accordance with the instructions of the sampling kit. Improperly taken sample could not give a reliable result.



17. Completing the form and results:

- a. The sample should always be accompanied with the filled out form, the link to which you will receive via email together with the order confirmation.
- b. The results will be sent on the e-mail indicated in the form in 2-4 weeks.

18. The service provider may process the following customer's personal data:

- a. Customer's name and surname
- b. Customer's contact information
- c. Customer's postal and e-mail address
- d. The customer's age, sex, height and weight
- e. Customer's dietary preferences
- f. And other data provided in the form/questionnaire (section 10).

19. The service provider uses the customer's personal information to provide personal dietary advice and recommended menu, for the development and marketing activities of the service.

20. The service provider stores the customer's personal data in the data centre located within the European Union.

21. The service provider assures the privacy of customer data, and will not sell, share, or give the data to third parties, except in cases defined by law.

22. The delivery of the samples to the laboratory:

- a. The samples are to be sent by courier service or delivered personally to the laboratory in accordance to the schedule, or up to two days prior to the analysis (section 15).
- b. Delivery:
 - i. Delivery by courier (<http://www.kuller.ee/>, <http://www.24express.ee/>, <http://osc.ee/>, <http://pakivedu.ee/>) or delivering the samples personally to the address Akadeemia tee 15A 7th floor (TFTAK laboratory).
 - ii. Samples may be sent by courier with **Omniva** to **Magistral Center** postal pick up point or with **SmartPost** to **Magistral Center** postal pick up point (contact: TFTAK laboratory, +372 556 71598).

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23. Non-complying samples:

- a. The sample does not comply with the requirements if:
 - i. The sample is not properly labeled
 - ii. The sample is expired (section 9.a and b)
 - iii. The sample does not arrive at the lab at the agreed deadline
 - iv. There is not enough/sufficient quantity of the sample
 - v. The container with the sample has been breached, the contents spilled out
 - vi. The sample received has not been paid for
- b. The customer will be notified of the non-compliant sample immediately.
- c. If the customer can not be reached in time, and if the error can not be eliminated, the sample will not be analysed.
- d. Non-compliant samples are non-refundable.

24. The results of the analysis:

- a. The results of analysis will be sent in an encrypted report in PDF format to the e-mail address indicated by the customer in the form.
- b. The report will be completed in 2-6 weeks from the arrival of the samples to the laboratory.

25. All texts, data, posts, etc. on www.microbiome.ee are copyrighted property of the service provider and citations, references, or otherwise publication of the data is permitted only with the written consent.

26. If any of these Terms and Conditions point turn out to be unconstitutional, it will not affect the validity of the remaining terms and conditions.

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