



Cool Genes Ltd

Terms & Conditions

The articles detailed herein apply between two parties: Cool Genes Ltd. (hereafter referred to using “we” and “our”) and yourself the customer (hereafter referred to as “you”). We operate through our website which is accessible on www.coolgenes.co.uk or www.coolgenes.eu, through our partners and also directly. At all times, the final decision pertaining to any of the points below shall rest with the merchant, Cool Genes Ltd.

Pricing

Prices displayed on our website are at all times non-binding. We reserve the right to change these prices immediately and without notification. No order or prices shall be binding on us unless and until it has been accepted in writing by ourselves or the payment has been processed successfully.

Website usage

If you browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which govern our relationship with you in relation to this website and our services.

The content of the pages of this website is for your general information and use only. It is subject to change without notice.

Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.

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All trademarks reproduced in this website which are not the property of, or licensed to, the operator are acknowledged on the website.

Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.

From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

Your use of this website and any dispute arising out of such use of the website is subject to the laws of England, Scotland and Wales.

Delivery

Delivery dates are fundamentally regarded as being non-binding. Whilst we make every effort to deliver your order within the shortest time possible, the delivery estimates are for guidance only. Under no circumstances are we under any contractual commitment whatsoever to meet these deadlines.

We cannot be held responsible for delays beyond our control in the non-performance of courier companies. If goods are returned to us as a result of failed delivery we reserve the right to charge you for a further delivery.

Sampling and Results

If you fail to produce enough sample or a sample of inadequate quality, we reserve the right to charge you for a repeat delivery. We will try to do our best to isolate any available genetic material from the sample though. Please follow the instructions included with the sample collection kit carefully to avoid disappointment.

The sample must be returned to us within 1 month after dispatch. Otherwise we cannot guarantee we will be able to isolate the genetic matter at high enough quality for subsequent testing. We reserve the right to charge you if a new sample collection kit is required.

We reserve the right to remove your order details from the system if we do not receive the produced sample within 3 months of placing the order.

If you provide us with someone else's sample and fail to inform the other party who produced the sample about the consequent testing that will take place, you may be held liable for breach of their privacy. We cannot be held responsible for testing samples of individuals who did not give consent to do so.

Whilst we make every effort to analyse your genetic matter to the highest standards possible, we cannot be held responsible for any errors or inaccuracies in the sample collection, genetic matter isolation or analysis steps or in the final report.

Any tests provided by us are for fun and entertainment purposes only, despite their scientific validity. We do NOT encourage a change of lifestyle, change in consumption of medications, supplements or vitamins, or engaging in dangerous or irresponsible activities based on any outcome of the test of your genetic matter.

We are not liable for any misfortunes, accidents or health problems that may happen to you while producing the sample or as a result of actions you take due to any outcome of the test of your genetic matter.

Refunds and Cancellations

Provided the status of your test says "order – in progress" it is usually possible to request a refund.

Once the status of your test says "order – done" it is generally not possible for you to request a refund because the sample will have been dispatched by then. However, the final decision shall rest entirely at our discretion.

If it is possible to issue a refund, the total amount refunded will be 90% of the total order value. In exceptional circumstances however, this amount may be less as we will only refund the amount made available by our payment processor. We will not incur any extra charge in processing the refund for you.

Privacy Policy

We are committed to protecting the privacy of any personal information you may submit to us. Generally, you can visit this site without revealing who you are, or disclosing any personal information about yourself. However there may be times when we may require information about you or when you may wish to disclose such information to us. Such information is obtained only when voluntarily submitted by you and is subject to the provisions set out in this Privacy Statement.

We reserve the right to access and disclose personal information to comply with applicable laws and lawful government requests or requests by the police investigating suspected illegal activities, to operate our systems properly or to protect ourselves or other users. We also reserve the right to disclose personal information to third parties where a complaint arises concerning your use of the site and that use is deemed by us inconsistent with the conditions of use of the site.

Overall we try to require the minimum amount of information about our customers to maintain this service as anonymous as possible. It is your responsibility to manage the amount of data you provide to us. You may request any data about you to be removed completely from the site and our database at any time.