

GENERAL INSTRUCTIONS AND FAQs

We are on hand to support you before, during and after the testing process. If you have any further questions, you can contact our customer service team either by email: dna@homehealth-uk.com or phone: 01923 711 511 during normal office hours. Please make sure you have your reference number (given further down the page) to hand if you do contact us. Without this we will be unable to give you any information about your test.

Enclosed is your DNA testing kit. Our swabs allow for convenient & painless collection of cheek cells from inside the mouth. Simply collect the DNA samples by following our step-by-step instructions, complete the customer information form, sign the terms & conditions and return everything to us (apart from this form which you should keep) in the Return Addressed envelope for analysis.

Pack Contents

- 2 Swab packs, containing 4 swabs per pack.
- Customer Information Form
- Cheek Swab Collection Guide
- Return Addressed envelope (pre-paid -UK Only)
- Customer Payment form (where applicable)

If any of the above items are missing from the pack, please contact us urgently.

You can stipulate how you wish to receive your Case ID and Pin, which you can use to follow the progress and ultimately download your report, by email or Text. For your protection, we urge you to nominate a password that you will remember, in the Security Box of the customer information form. We will not disclose any information about your test to anyone who cannot state your chosen password.

Each swab pack will have a number on the outside. This is your reference number which should also appear on your customer information form. All numbers should be exactly the same as the one below:

This is your unique number for your samples. If the numbers are different then please contact us. You should keep these instructions with your number on after you have posted your samples.

Frequently Asked Questions

What is a DNA Paternity Test?

DNA is the genetic material that makes up each cell of the human body. It is also hereditary material made up from the DNA from the mother and the father. Every person has a unique DNA structure but because the DNA is inherited from the mother and father it is possible to analyse the DNA in such a way that the true biological mother and father can be determined.

How accurate is the DNA Paternity test?

The test is 99.9996% accurate to all intents and purposes.

What DNA samples are required?

We provide the sample swabs and all you need do is rub the swab inside the mouth in the cheek area from the father and child to collect sufficient cells for the analysis and send them off in the enclosed Return envelope.

FAQS (CONTINUED)

What if I want to test completely discreetly so the child doesn't know?

This listing and the price assumes you will be collecting the preferred mouth swab DNA sample from both the father and child.

If it is going to be difficult to discreetly obtain a sample using a swab inside the mouth from the child, then we can accept other forms of DNA samples. The following would also be acceptable:

- Toothbrush
- Used tissue
- Blood – fresh on clothing less than 30 days old
- Cotton Bud (used to clean the ear)

With these other sample methods we only get results in 20-60% of cases. As these tests are also more expensive, we would always recommend using the mouth swabs if possible.

However, if you want to test completely discreetly please email us at:

dna@homehealth-uk.com

and we will advise you of the prices, options available and what to do next.

How long before I get the results?

Any 2 humans will have over 99% DNA that is identical but the other 1% will be the difference. It takes a lot of computer time to analyse that 1% and ensure that the result is 100% accurate and that the answer is 100% correct. It is a bit like trying to find 16 needles in one haystack and finding the same 16 needles in another haystack!! All results should be available within 10-15 business days from when we receive your samples.

How will I receive my results?

As soon as your swabs are received by the lab, you will be provided with a unique case ID and Pin — this will be sent via either email or text as indicated by you on your form. You can then login to your own personal portal to view the progress of your test. Once the analysis has been completed, you will be able to download the PDF of the detailed results form. If you have any queries or concerns at any point you can contact us via email or phone and we will be happy to help.

Is this DNA test legally admissible?

No this is simply a “peace of mind” test. For the test to be legally admissible, the samples would need to go through a chain of custody so that it can be legally verified whom the samples belong to. We do not offer this type of testing.

Do I need the mother's permission for this DNA test?

No, not if you are carrying out this test for your own “peace of mind” and have parental responsibility for the child. If you do, however, require the DNA paternity test for a court action, immigration purposes or to amend a birth certificate please contact us as above as this will require the mother's consent and you will require a special court approved test.