

Why Some DNA Samples Fail?

There are several reasons why analysis of a sample may not be successful, and it is not always known why it is more difficult to analyze some samples over others. If necessary, the lab will make multiple attempts at all stages of the process in order to provide results; however, due to biological variability some people simply don't have a high enough concentration of DNA in their saliva for our technology to process.

If your sample has to repeat one of the processing steps, your sample status will update; both DNA extraction and genotyping may be repeated.

In the event of an analysis failure that requires a second sample be provided, you will be notified by email

Replacement Sample

You will also receive an email in the event a replacement needs to be requested. Your replacement kit will be assigned to your original profile and your old sample number will be deleted. The new sample number needs to be registered prior to returning your second sample to the laboratory. To register your replacement barcode, visit MyHappyGenes.com and sign into your account.

When submitting a replacement sample, we recommend reviewing the tips on providing a good sample, including:

Do not eat, drink, smoke, chew gum, brush your teeth, or use mouthwash for at least 30 minutes prior to providing your sample.

Make sure to take your time and follow the procedure on the box. Swab your cheeks for the full time mentioned on the kit.

Cap securely before shipping. Remember to place the tube cap on securely before mailing your sample to our laboratory.

Receiving a Refund

In the event of a second sample failure, you will be able to request a refund for the purchase price of your kit after subtracting shipping and handling charges. Review our full refund policy.