

# Terms and Conditions

Effective Date: May 25, 2025

These Terms and Conditions ("Terms") govern your use of services provided by MGENE SERVICES LLC ("we," "our," or "us"), including our DNA testing, drug testing, fingerprinting, and government contracting services. By accessing or using our services, you agree to be bound by these Terms.

## 1. Services Offered

We provide mobile and on-site services including DNA testing, drug testing, fingerprinting, and janitorial services under federal, state, or commercial contracts. All services are subject to availability and compliance with applicable laws.

## 2. Eligibility

You must be at least 18 years old to use our services, unless accompanied by or authorized by a parent, guardian, or legal representative. By using our services, you confirm that all information you provide is accurate and complete.

## 3. Consent to Communication

By providing your contact information, including email and phone number, you consent to receive communications from us regarding your services, including appointment confirmations, status updates, and customer service messages. This includes SMS text messages as detailed in our Privacy Policy.

## 4. SMS Messaging Terms

- Message Frequency: Varies based on your interaction with our services.
- Message & Data Rates: Standard rates may apply based on your mobile carrier.
- Opt-In: You opt-in by providing your mobile number through our forms or direct communication.
- Opt-Out: Reply STOP to any message to unsubscribe. Reply HELP for support.
- Use of SMS: We do not send PHI or sensitive testing results via SMS. See our Privacy Policy for more information.

## 5. Payment and Refund Policy

Payment is due at the time of booking or service unless otherwise agreed in writing. Refunds are not provided for completed services. Prepaid services canceled with at least 24-hour notice may be eligible for a refund or credit.

## 6. Privacy and Security

Your personal and health information is handled in accordance with our Privacy Policy, which complies with HIPAA and other applicable laws. Please review our Privacy Policy for full details.

## 7. Disclaimer of Warranties

Our services are provided "as is" and "as available." We make no warranties, express or implied, regarding the accuracy, completeness, or reliability of results provided or the suitability of services for any particular purpose.

## 8. Limitation of Liability

To the fullest extent permitted by law, MGENE SERVICES LLC shall not be liable for any indirect, incidental, special, or consequential damages arising from the use of our services.

## 9. Changes to Terms

We reserve the right to update or modify these Terms at any time. Changes will be effective upon posting to our website with an updated effective date. Continued use of services constitutes acceptance of the revised Terms.

## 10. Contact Information

If you have any questions about these Terms, please contact us:

**MGENE SERVICES LLC**

**Email: [admin@mgeneservices.com](mailto:admin@mgeneservices.com)**

**Phone: 833-866-4363**

**Address: 7777 W Lincoln Highway, Frankfort, IL 60423, Ste A, 1st Floor**

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