Axis Health & Diagnostics Services

DNA Testing Consent and Agreement Form

Axis Health & Diagnostic Services Ltd
Terms version 1.0, 4 November 2026

Case ID _____ Date _____ Collection place _____

A. Test requested

Relationship ☐ Paternity ☐ Maternity ☐ Full sibling ☐ Half sibling ☐ Grandparent ☐ Aunt or uncle

Purpose ☐ Non-legal (Peace of Mind) POM ☐ Legal ☐ Immigration

Collection ☐ At Axis ☐ Home (POM only) ☐ Office (POM only)

Sample ☐ Cheek swab ☐ Unusual sample, specify: _____

B. People being tested

#	Full name	Role (e.g. father, child)	Date of birth	ID type and number	Phone	Signature or mark
1						
2						
3						
4						

Everyone aged 16 or over signs for themselves. A parent or legal guardian signs only for a participant under 16. In every test except maternity, testing the mother is optional and comes at no extra cost.

Parent or guardian's name (under 16 only) _____ Relationship to participant _____

C. Who receives the report

☐ Nominated person ☐ Requesting official (court or authority)

Name _____ Phone or email _____

D. Agreement

Everyone aged 16 or over must read every statement and initial the box. A parent or legal guardian signing for a participant under 16 does so on that participant's behalf.

1. I have received the Axis Health & Diagnostic Services Ltd DNA Testing Terms and Conditions, version 1.0, printed with this form. I have read them, or they were read and explained to me in a language I understand. Initials

2. I had the chance to ask questions and take advice. I fully understand the terms, and I agree to be legally bound by them. Initials

3. I give my sample freely. All information I have given is true, and I have legal authority to consent for any participant under 16 I sign for. Initials

4. I consent to my sample and personal data being tested, shared with the testing laboratory and sent outside Ghana, including to the United Kingdom. Initials

5. I understand that a non-legal (POM) report cannot be used for court or official purposes. Initials

6. I understand that DNA results can reveal unexpected family relationships, that a test can be inconclusive, and that reports usually take about 2 weeks and may take up to 6 weeks. Initials

7. I accept the terms on refunds, limits on liability, and resolving disputes by mediation and arbitration in Kumasi. Initials

By signing in Section B or E, I confirm that I have read and fully understood the terms and conditions and agree to be bound by them.

E. Further signatures, if there isn't enough space in Section B

Name _____ Signature or mark _____ Date _____

Name _____ Signature or mark _____ Date _____

F. If this form was read or explained to the person signing

I read and explained this form and the terms to the person named below in the language stated. They appeared to understand them fully and then signed or made their mark in my presence.

Person assisted _____ Language _____

Name of person explaining _____ Signature _____ Date _____

G. Sample collection, Axis use

I confirm that I checked each person's identification, that this form was completed before collection, and that the samples were collected, labelled and sealed in each person's presence.

#	Sample or seal number	ID checked	Photo taken (legal)	Time collected
1				
2				
3				
4				

Collector's name _____ Signature _____ Date _____

H. Payment, Axis use

Test fee GHS _____ Collection charge GHS _____ Unusual samples GHS _____

Total GHS _____ Receipt no. _____ ☐ Cash ☐ MoMo

I. Report release, Axis use

Released to _____ ID checked _____

Receiver's signature _____ Released by _____ Date _____

Notes:

Axis Health & Diagnostics Services

DNA Testing Terms and Conditions

Version 1.0, 4 November 2026

1. About these terms

These terms apply to DNA relationship testing provided by Axis Health & Diagnostic Services Ltd ("Axis", "we", "us", "our"), a limited liability company registered in Ghana.

"You" means the person who books or pays for a test and, where the context requires, each person aged 16 or over who gives a sample. "Test" means the DNA testing service you book with us. "Report" means the written result of a test.

A binding agreement starts when you sign, or make your mark on, our DNA Testing Consent and Agreement Form. By signing, you confirm that you have read these terms, or had them read and explained to you, that you fully understand them, and that you agree to be bound by them. Each person who signs is bound individually. If these terms conflict with the signed form, the signed form applies.

2. Our services

We will provide the test you book with reasonable skill and care. We collect samples, arrange testing and issue reports.

Samples are analysed by AlphaBiolabs, a UK laboratory accredited to ISO 17025 by UKAS. If necessary, we may use another suitably accredited laboratory. Your report may name the laboratory that carried out the analysis.

We provide only the test requested. We have no duty to look for or report any other information that may arise from a sample.

We do not provide medical, legal, immigration or counselling advice. You should take independent advice before acting on a report.

3. Non-legal (Peace of Mind) and legal tests

A non-legal (Peace of Mind) POM test is for your own personal knowledge. It is not collected under a documented chain of custody, and the report must not be used for court, immigration or other official purposes.

A legal test is collected at Axis by a trained collector, with identity checks and a documented chain of custody. Everyone being tested must attend with the identification we ask for. A collection that does not meet these requirements cannot be reported as a legal test.

A non-legal test cannot be changed into a legal test using the same samples. A new legal collection and the legal test fee will apply.

Legal DNA reports are accepted by all Ghanaian courts. The weight given to a report in a particular case is for the court to decide. Embassies and other authorities outside the Ghanaian courts may have their own rules and may arrange their own sampling. You are responsible for checking their requirements before you book.

4. Prices and payment

Our prices are shown in Ghana cedis on our DNA testing page. The price of a test covers 2 people.

In every DNA test except a maternity test, testing the mother is optional and comes at no extra cost. In a maternity test, the mother is one of the 2 people covered by the price.

Additional charges apply to home and office collection, to cover travel, and to unusual samples, which cost GHS 1,500 per participant. We will confirm any additional charge before collection.

We accept cash and Mobile Money. Payment is due in full before samples are collected. We may hold back a report until all fees have been paid.

We may change our prices at any time. A price change does not affect a test you have already paid for.

5. Consent and authority

Everyone aged 16 or over who gives a sample must sign their own consent. A parent or legal guardian with authority to act signs only for a participant under 16, or for a person who cannot legally consent. We may ask for evidence of that authority.

You must not give us a sample, or arrange for one to be given, unless the person it comes from, or a person legally entitled to act for them, has consented. We may refuse, stop or withdraw a test if consent or authority is missing, disputed or in doubt.

By signing the form, you confirm that the information you give us is true and that you have the right to give consent.

6. Information you must give us

You must give us complete and correct information, including valid identification and details of each person tested.

You must tell us before testing if a person being tested has a known genetic condition, or has had a bone marrow or stem cell transplant or a recent blood transfusion. You must also tell us if a possible relative, such as an identical twin or a brother of the alleged father, could be the biological relative in question.

We may delay or refuse a test if we do not have the information we reasonably need.

7. Samples

Cheek swabs are collected by our trained team. Everyone giving a sample must follow the instructions we provide.

Unusual samples are samples other than cheek swabs, such as nails or a toothbrush. They may not produce a usable DNA profile, even when handled correctly. The unusual sample fee is not refundable once testing has started. Unusual samples are for non-legal tests only, unless we agree otherwise in writing.

We may ask for a new sample if a sample is unsuitable, damaged, lost in transit or does not produce a result. If a sample appears not to belong to the named person, we may reject it.

8. Timing

Reports usually take about 2 weeks from the day we collect the samples. This is an estimate and not a guaranteed date. For reasons outside our control, it may take up to 6 weeks.

Delays can arise from transport, customs, laboratory processing, repeat testing or missing information. We will give you a revised date as soon as we can.

9. Limits of DNA testing

A DNA report either excludes a biological relationship or gives statistical support for it, based on the samples received and the people tested. As with any scientific test, there is always some level of uncertainty.

A test may be inconclusive. This can happen because of sample quality, the relationship tested or the people available for testing. We may ask for more samples or people to be tested, and extra charges may apply.

DNA results can reveal unexpected family relationships and can have serious personal, family, financial and legal consequences. You accept these risks when you choose to test.

10. Who receives the report

We release a report only to the person nominated in writing when the test is booked, or to the requesting official, such as a court or authority. We may also release information where a court order or the law requires us to.

Paying for a test does not give you a right to receive the report unless you are the nominated person. We do not give results over the phone.

We may ask for identification before releasing a report. We may hold back a report while there is a dispute about consent, authority or who is entitled to receive it.

11. Your personal information

We handle your personal information in line with the Data Protection Act, 2012 (Act 843) and any law that replaces it. DNA samples and results are highly sensitive, and we restrict access to those who need it.

By signing the form, each person consents to us collecting and using their personal information and DNA for the test, and to sharing it with the testing laboratory, transport providers, the nominated person and the requesting official, as needed.

Your samples and personal information may be sent outside Ghana, including to the United Kingdom, for testing. We share only what is needed.

We do not sell your information. We do not use your sample for research without separate written consent. You may ask to see or

correct your information by contacting us. Please also read our privacy notice at axishealthgh.com.

12. Keeping and destroying samples and records

DNA samples are destroyed 3 months after the report date. Unprocessed samples are destroyed 12 months after collection. Technical reports and related records are kept for 4 years. A longer period may apply where a court order or the law requires it.

Samples are not returned to you.

13. Cancellations and refunds

You may cancel before samples are collected. We will refund what you paid, less any reasonable administration, kit and travel costs already incurred.

Once samples have been collected or sent to the laboratory, the test cannot be refunded.

Refunds are normally paid within 14 days, using the original payment method where possible.

If we cannot provide your test because of a reason within our control, and it has not been carried out, we will refund the fee for that test.

14. Fraud and dishonest conduct

We may refuse or stop a test, withhold a report and refuse future requests if we reasonably suspect fraud, false identity, sample substitution, false information or missing consent. No refund is due in those cases.

We may report suspected unlawful conduct to the relevant authorities.

15. Changes to our services

We may change how we provide our services where reasonably needed to comply with the law, for health and safety, or to make technical improvements.

If we need to make a major change to a test you have paid for, we will tell you. If you do not accept the change before samples are collected, you may cancel and receive a refund of the fee for that test.

16. Our liability

Nothing in these terms limits or excludes liability for death or personal injury caused by negligence, for fraud, or for any other liability that cannot legally be limited or excluded.

Subject to that, we are not responsible for inaccurate, delayed or inconclusive results to the extent that they are caused by incomplete or false information, failure to follow instructions, sample problems outside our control, or undisclosed medical or family facts.

We are not responsible for loss that was not reasonably foreseeable, business or financial loss, or loss arising from decisions you or others make because of a report. We are also not responsible for an embassy or other non-court authority refusing to accept a report.

Our total liability to you for any test, whether in contract, negligence or otherwise, will not exceed the fees paid for that test.

17. Your responsibility to us

You agree to cover losses, claims and reasonable legal costs that we suffer because you gave false information, provided a sample without consent, misused a report or falsely claimed authority to act for another person.

18. Events beyond our control

We are not responsible for delay or failure caused by events beyond our reasonable control, such as strikes, transport or customs disruption, power or network failure, natural disasters, public health emergencies, or government action.

19. Complaints and disputes

If you have a complaint, please email info@axishealthgh.com with your details and the test concerned. We will try to resolve it promptly.

If a dispute is not resolved within 30 days, the parties will try mediation in Kumasi. If mediation does not resolve it within 30 days, the dispute will be decided by a single arbitrator in Kumasi under the Alternative Dispute Resolution Act, 2010 (Act 798).

This does not stop either party from going to court for urgent relief. These terms are governed by the laws of Ghana.

20. General

These terms and your signed DNA Testing Consent and Agreement Form are the whole agreement between you and us about the test. You cannot rely on any statement that is not included in them, except where the law says otherwise.

If any part of these terms is found to be invalid, the rest remains in force. If we delay in enforcing a right, we do not lose that right.

We may transfer our rights and duties under these terms to an organisation that takes over the Axis business. You may not transfer your rights without our written consent.

We may update these terms from time to time. The version on our website when you book applies to your test. Nothing in these terms affects rights that cannot be limited under the laws of Ghana.

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