

Effective Date: 04/01/2026

Welcome to Trace Lab Collections. By scheduling an appointment, using our services, or accessing our website, you agree to the following Terms and Conditions. Please read them carefully.

1. Services Provided

Trace Lab Collections ("Company", "we", "our", "us") offers mobile diagnostic services including, but not limited to:

- Rapid drug testing
- Fingerprinting (live scan and ink)
- DNA testing
- Gender Reveal
- Notary
- Background checks
- Diagnostic bloodwork
- Specialty bloodwork
- STD/Stl testing

All services are provided by trained and certified professionals in accordance with industry standards and applicable regulations.

2. Client Responsibilities

Clients agree to:

- Provide accurate personal and contact information
- Be present at the designated time and location
- Present valid identification for verification purposes
- Follow all instructions provided by Trace Lab Collections staff

Failure to comply may result in cancellation of service and applicable fees.

3. Payment Terms

- Full payment is due at the time of service unless otherwise agreed in writing.
- Accepted forms of payment include credit/debit cards, electronic payment, and approved invoicing.
- No refunds will be issued for services rendered.

- Cancellations made less than 24 hours in advance may incur a cancellation fee of up to 50% of the scheduled service fee.

4. Cancellation and Rescheduling

- To cancel or reschedule, clients must notify us at least 24 hours in advance.
- No-shows or failure to be present at the scheduled location may result in forfeiture of payment.
- Trace Lab Collections reserves the right to cancel or reschedule appointments due to emergencies, inclement weather, or other unforeseen circumstances.

5. Confidentiality and Privacy

We are committed to protecting your personal information. All test results and personal data are stored securely and shared only with authorized individuals or entities as required by law or with your written consent.

Please refer to our Privacy Policy for more details.

6. Accuracy of Results

While we strive for accuracy, Trace Lab Collections is not responsible for false positives, false negatives, or inconclusive results. In such cases, confirmatory lab testing may be recommended.

DNA testing results are based on samples submitted and analyzed by third-party accredited laboratories. The Company does not control lab processing time and is not liable for lab delays.

7. Legal and Court-Admissible Services

Certain services may be eligible for legal use (e.g., DNA testing for court, DOT drug testing). Clients must notify us at the time of scheduling if legal documentation is required. Chain-of-custody procedures will be strictly followed for such services.

8. Mobile Service Limitations

Our ability to deliver services is dependent on safe and accessible location conditions. If a client's chosen location is deemed unsafe or unsuitable, the appointment may be rescheduled or relocated.

9. Limitation of Liability

To the fullest extent permitted by law, Trace Lab Collections shall not be liable for any direct, indirect, incidental, or consequential damages arising from the use of our services, delays, or errors in test results.

10. Indemnification

Clients agree to indemnify and hold harmless Trace Lab Collections and its employees, agents, and contractors from any claims, liabilities, damages, or expenses arising from their use of our services.

11. Changes to Terms

We reserve the right to modify these Terms and Conditions at any time. Updates will be posted on our website, and continued use of our services constitutes acceptance of any changes.

12. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the State of NC, without regard to its conflict of law provisions.

13. Contact Information

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

Trace Lab Collections

Phone: 984-345-5930

Email: info@tracelabcollections.com

Website: www.tracelabcollections.com