

Instructions for the customer.

Attention: filling in the Daphne Lab form 62 is mandatory for the execution of the BioMetaTests®. Other forms will not be accepted. The data entered are both personal and sensitive, and will be processed in accordance with the Privacy Policy (PP) that the customer must read and accept by signing the form 62. The legal notes and the Privacy Policy are available on the website www.daphnelab.com

The compliance with the ISO 9001 Quality Management Standards essentially depends on the correct completion of the form 62.

This form 62 is for human use only. For the veterinary test, customer shall use the form 62 alpha; for other special tests different forms are available.

1. Make sure that the form 62 is always the latest version available. The most recent version is available on the Daphne Lab website at the link www.daphnelab.com/en/downloads-en, or via the QR code on the second page of form 62.
2. Carefully read the "Notes" in form 62 (page 1) which summarize some important information, including sample collection, payment instructions, legal notices, etc.
3. Do not fill in the "space reserved to Daphne Lab" section.
4. Do not fill in the "Daphne Point stamp or barcode" section.
5. Have the person who requests the BioMetaTest® fill out the form or help him / her in completing it upon his / her consent. In cases of minor children and incapacitated persons, the form shall be completed and signed by a parent or a legal guardian.
6. Always fill in all fields marked with an asterisk, including name and surname, age, phone number, at least a mobile or landline, email address, social security number or VAT Number (to receive the invoice), place and date of birth. These are personal data that are mandatory.
7. If the customer wishes to receive an anonymized form and replace the name with a code (which we will also insert on the relative BioMetaTest®), the customer must authorize us to do so by email. In the email the customer shall attach a valid identification document.
8. Observe for a few seconds the body structures proposed on the form and tick the one closer to you and the one to which you would like to tend. Indicate on the left the letter corresponding to the figure in which you recognize yourself. This is a typical projective test, in which it is important to be sincere.

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9. Always enter weight and height information. Wrist and abdominal circumference are essential in the case the customer requests a customized diet.
10. Indicate the gender by ticking the appropriate box.
11. The box relating to the hair treatment shall be completed in the case of sending a hair sample, as there is a method of filtering dyes, etc. to have a better definition of the analysis.
12. In the box relative to arterial pressure, the customer shall tick the appropriate choice, between a triangle facing upwards to indicate hypertension, a triangle facing downwards for hypotension and a small circle for normal pressure.
13. Many sections contain sensitive information. It is necessary to be honest, in order to better parameterize all the data of the test. For example, honestly answering the question about drug use is useful to better calibrate some results.
14. If you answer YES to the question "are you pregnant?", please note that BioMetaTest® should not be performed on pregnant women.
15. Fields not marked with an asterisk contain information that influence the results, even if to a minimum extent. Therefore we advise to fill in the boxes, even if it is not mandatory.
16. Food preferences may have more choices. This box and that relating to the water consumed during the day are important for the correct execution of the test. We remind that any data not indicated causes a little lower adaptation for the genobionic system of the Daphne Lab laboratories. For this reason we recommend always answering all questions.
17. In the case of questions to which is not objectively possible to provide an answer, such as being pregnant for a man, or in menopause-andropause for a young person, please leave the boxes blank.
18. It is important to always indicate the reason why the test is required, so that we can better understand which protocol to advice.
19. It is also important to indicate the eating habits: omnivore, fruitarian, vegetarian, etc. if we were to suggest a personalized diet.
20. If you have already performed a BioMetaTest® with Daphne Lab, please enter in the relevant section the bar code on the cover of the test already performed, in order to make comparisons and draw up the relative protocols.
21. The "current disorders and diseases" section contains mandatory data. If you do not suffer from any listed ailment do not fill in the section or tick "no disorder". If you suffer from some pathologies, it is necessary to indicate them to direct the testing methodology towards a more truthful test.
22. The emotional profile (insecurity, phobias, nightmares, etc.) helps to understand

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which algorithm to use to more precisely calibrate some geno-bionic variables. It is necessary to complete the form in its entirety, even if some sections are not mandatory.

23. If you have already sent a first form that did not arrive to the laboratory, tick the "second submission" option for the second shipment.
24. In the "Type of sample sent", indicate the type of samples you are submitting for the analysis: hair, nails, buccal swab, etc.. The hair sample and the buccal swab are the most used ones.
25. Choose one or more tests by ticking the corresponding box. If no choice is made, the laboratory will perform the Food Intolerance BioMetaTest Thema 01.
26. Read carefully the "legal notes" and the "privacy policy" on the website www.daphnelab.com. Please acknowledge your acceptance of all terms and Privacy Policy by signing the three boxes at the end of the second page with three handwritten signatures. In cases of minor children and incapacitated persons, the form shall be signed by a parent or a legal guardian.
27. Unsigned forms will not be processed.
28. It is possible to decide whether or not to give your consent to receive marketing communications, by checking YES or NO in the appropriate box.
29. It is possible to exercise the right of withdrawal within the deadline indicated if the test has not yet been processed. Otherwise it will still be necessary to pay the processing fees. If the test has already been sent to the customer, a refund is no longer possible.
30. The customer assumes all responsibility for what he declared in form 62.
31. The sample must be collected following the instructions that can be viewed at: www.daphnelab.com/download/how-to-request-a-test_como-solicitar-una-prueba.pdf
32. After completing and sign the form 62 with a handwritten signature (not using a digital signature), the customer shall insert the sample into a small paper or plastic bag, tap it in the upper left corner of the first page, where there is the Daphne Lab logo and send everything to Daphne Lab logistics office.
33. Daphne Lab logistics office for Italy is: Daphne Lab c / o Eldavia - Via Milano, 2 - 81030 Lusciano CE - ITALY.
34. We recommend to use mail courier or registered mail with tracked service, so that we can track the shipment online at all time.
35. The processing times for standard BioMetaTest are approximately 5 working days from receipt of the request and payment.
36. Always fill in the form legibly and clearly. Do not omit or enter incorrect informa-

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tion, otherwise the test may be distorted. Always sign the three mandatory fields at the end of the second page. Enter the required mandatory data and, possibly, all the others to get a more complete and clear picture.

37. Any analyzes, medical records, additional documents, etc. provided by the customer, will not be returned and will be treated in accordance with Data Protection laws of the sole proprietor: Unizenic Limited of Gibraltar, located outside the European Community.

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