



DEERAGE

Terms and Conditions

This Agreement contains the complete terms and conditions that you are agreeing to by sending samples to Wildlife Analytical Laboratories at Deerage.com.

1. Turn around times-

- a. DeerAge checks in Samples every Monday and back dates 1 week. Therefore, you are likely to receive faster turnaround time than what is promised depending on what day of the week your sample arrives. For **Platinum level** samples we check them in Monday as well and you will receive a result by Friday therefore turnaround time may be longer than one week depending upon the day your sample arrived. We do not have any control over the mail service. If you are concerned about your samples safe arrival we recommend sending with tracking. Please keep the above information in mind that your sample will not be checked in until the Monday after its arrival.
- b. Example schedule: Samples arriving Monday – Friday will be checked in the following Monday. Samples arriving Saturday and Sunday may or may not be checked in the immediate Monday after arrival.
- c. In the event there is an issue with your sample and we are having a difficult time aging it, you may be contacted about needing more time but you will always be contacted prior to your due date.

2. Additional Charges-

- a. We reserve the right to charge your card on file in the event that you send an incorrect sample type. There is a \$5 charge for extraction of front teeth and a \$17 charge for molars. These charges only apply to the Basic level and Express level services. It is important to review what sample type is best and send the sample type you selected.

3. Accuracy and errors-

- a. We are performing a complex scientific process that does come with an error rate. There are numerous reasons an age may not come out to be what you expect including health of the animal. The published data reports an approximate error rate of 15% (whitetail deer), 7% (mule deer) and 3% (elk) therefore by using our service, you accept that your results are not guaranteed to be 100% accurate. If you feel the results vary from what you expected please request a second look on your sample and we



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will make every effort to re-test your sample and get you the most accurate results possible.

4. Returns-

- a. In the event that we are unable to obtain an age for your sample, due to a non-viable sample you will be issued a refund to the card on your account. You will be notified of the reason for the refund within your customer portal.
- b. We will not issue a refund if you are unhappy with the age of your animal. We make every effort to be as accurate as possible and if you feel there was a mistake please request a second look.

5. Usage and ownership of images and samples

- a. Any remaining samples including but not limited to unused portions of jaws become property of Wildlife Analytical Laboratories and will not be returned. These are used for research and development.
- b. We reserve the right to use any images submitted to Wildlife Analytical Laboratories at Deerage.com on our social media platforms as well as on our website and/or marketing materials. The images become the property of Deerage.com.
- c. Slides from your samples are the property of Deerage.com and will not be returned under any circumstances.