

# Frequently Asked Questions

## Overview

Why should I measure and track my gut health?

There is a clear correlation between poor gut health and an increased risk of developing a range of chronic and metabolic diseases. Moreover, since approximately 70% of the human immune system resides in the gut, poor gut health may contribute to a compromised immune system. Improving gut health requires better gut health data over a long period of time to test different interventions, given that each individual has a unique gut microbiome and there is no universal solution for improving gut health. Carbiotix offers a cost-effective means to measure and track gut health, personalise interventions, and thus find the optimal gut health solution for each individual.

Why should I purchase a gut health test from Carbiotix?

Carbiotix gut health tests are the only consumer gut microbiome tests available on the market in triplicate (three samples) at a minimum, thus provide for more reliable results. The low cost of the tests also allows for tracking over time, which allows one to explore different gut health interventions.

How does the gut health test work?

Users can purchase a gut health test via a desktop, laptop, tablet or mobile phone. Unfortunately, we do not support Internet Explorer browser. Users can select the type of analysis (if available), number of samples and type of purchase (one-time or subscription). For subscribers, you will be sent a microbiome sample kit on your subscription date and every 30 days. When logged into your account, you will have access to your gut tracker, calendar of important dates, your account details and much more.

What results will I receive?

Once you have sent in one sample to Carbiotix and it has been analysed, you will get to see your results. Depending on the type of analysis selected, you will be able to see a full sequence of the different bacteria in your gut microbiome to a measurement of your Short Chain Fatty Acids (SCFAs), along with other gut health metrics derived from this data. This will allow you to track your gut health over time when testing different interventions.

Do you provide recommendations?

Apart from generally encouraging people to consume more prebiotics (soluble fiber), probiotics, polyphenols and exercise more, and consume less red meat, sugar, processed food (emulsifiers), gluten and alcohol, we do not provide specific dietary or lifestyle recommendations for users. While the gut microbiome provides unique insights about a person's gut health, it does not provide a full picture of a person's overall health. Thus, it would be irresponsible to provide dietary or lifestyle recommendations based only on gut microbiome data. Instead we work with health and wellness

partners who are able to utilise our gut health diagnostic platform as a white label service and combine our microbiome results with other health related biometrics. This ensures that people receive more responsible and correct recommendations of what dietary or lifestyle changes will have the greatest impact on improving gut health.

What type of analysis are performed?

We use the latest methods and equipment (16S NGS, PCR) available, supplied through our internationally recognised technology partners, to analyse the gut microbiome samples sent to us. With regards to details of how we analyse the samples we get from consumers, what we look for and our entire workflow, this is information we do not share and is currently patent pending. We believe in our ambition to keep things simple for consumers and protecting our trade secret allows us to offer such an affordable price for microbiome analysis.

How do I ensure that my privacy is kept?

We take the privacy of our customers very seriously. It is a key cornerstone in the architecture of our entire service from front to back. To ensure this, we have adopted the structures, routines and systems required in the General Data Protection Regulation (GDPR) in Europe (one gold standard for data protection). This requires that all personal information is kept anonymous and encrypted. Users however have a responsibility to keep their login and password details protected.

Where do you offer your gut health testing services?

We offer our one-time and subscription gut health testing services to 252 countries and territories around the world. It is however the responsibility of users as defined by our Terms of Service to ensure that there are no local restrictions regarding receiving a test kit and sending gut microbiome samples through the mail or via courier.

## **Shipping**

What shipping methods are used?

All of our gut health tests include trackable courier shipping via DHL and partners to and from customers to ensure that shipping is expedited and no testing kits or samples are lost or damaged.

How long are shipping times?

Shipping times to customers and back to Carbiotix are normally 3-4 business days.

Are shipments delivered to my mailbox?

Although Carbiotix has designed each sample kit to fit into most mailboxes around the world, you will be able to decide with our courier partner DHL how you will receive your testing kits.

What happens if my shipment is late?

Since we are using trackable courier shipping to and from customers, your shipment should never be late. Please contact our shipping partner DHL if you have any questions about a shipment.

What happens if my shipment is damaged?

If your shipment is damaged, please report this to Carbiotix.

Do you offer refunds?

Carbiotix offers a 30-day money back guarantee on the most recently billed product/subscription period. This money back guarantee does not apply to shipping and handling costs as they can vary due to destination. Refund processing times can take up to 10 working days after receiving returned items in their original packaging. Return policies may differ in some regions as defined by our Terms of Service and regional legislation.

What are the Terms of Service?

When you approve to purchase a one time gut health test or subscribe to Carbiotix you accept the [Terms of Service](#). The Terms of Service stipulate the rights and responsibilities of Carbiotix and each customer and govern each customers' use of the Service.

## **Privacy**

What personal information do you keep?

Personal information as defined by the Terms of Service is information that can be used to identify each customer. This includes Registration Information (name, email etc..), Self-Reported Information (health, diet etc...) and Microbiome Information (information generated from each customers' microbiome samples).

Is my personal information shared?

No, personal information as defined by the Terms of Service is not shared. Only when given authorisation by a customer/user or under circumstances defined in the Terms of Service is personal information shared.

What Information is kept anonymous?

In line with our Terms of Service and Privacy Policy, Aggregated Microbiome and Self-Reported Information is kept anonymous. Please refer to the Terms of service for more information.

Do you analyse or store my DNA?

No, Carbiotix does not analyse or store the DNA of our customers with our Standard and Basic gut health testing services. We focus solely on analysing your microbiome DNA.

Is my microbiome DNA kept?

Yes, after analysis, the microbiome DNA of each customer is anonymized and kept in a biobank for at least 12 months and up to 10 years. This anonymized microbiome DNA may be used in research and development activities. If a customer wishes not to have their microbiome DNA anonymized and stored, they can request this in line with the Carbiotix Privacy Policy.

What privacy safeguards have you put in place?

To ensure privacy, Carbiotix has adopted the structures, routines and systems required in the General Data Protection Regulation (GDPR) in Europe (one gold standard for data protection). This requires that all personal information is kept anonymous and encrypted.

What is the Privacy Policy?

When you approve to purchase a one-time gut health test or subscribe to Carbiotix you accept the Privacy Policy. The Privacy Policy explains how information about you or associated with you is collected, used and disclosed by Carbiotix.

## **Sampling**

Do I have to register or activate my microbiome test kit or sample vials?

No, you do not have to activate or register your gut microbiome kit or sample vials as the gut microbiome kit and sample vials are pre-registered to you. You do however have to make sure you do not mix your vials with a family member or partner. Thus, check that the number on the vials matches the number on the back of your box.

Do you offer replacement vials?

No, Carbiotix does not offer replacement vials. Thus, please keep the sample kits in a safe place that you remember.

Can I transfer a sample kit to another person?

No. For the time being, you are not able to transfer a sample kit to another person holding an account with Carbiotix.

How long does it take to receive my results?

Samples are usually processed within 7-14 working days of receiving them with the exception of holidays. You will be informed when your samples have arrived at our lab and your results have been posted.

Over what period do I need to sample?

Each sample kit includes sample vials that should be used over one week. Thus, if you purchase a kit with three vials, you need to take a sample every other day, while the sample kit with six vials requires sampling every day. It is important to take a sample from the first bowel movement of the day and on different days. Please read the instructions provided and on the back of the sample kit.

Why do the sample kits have multiple vials?

The gut microbiome is subject to a natural variability impacted by diet, lifestyle choices, overall health, and medicine use. Moreover, sampling errors can occur when sampling at home. To overcome this natural variability and sampling errors, multiple samples are needed. This allows Carbiotix to remove any compromised samples or outliers during the analysis process thus increasing the reliability of the results generated.

When should I not take samples?

You should generally not take samples if you are suffering from an acute illness (eg. cold or flu), or have recently changed your diet or lifestyle (eg. exercise, smoking etc...).

## **Analysis**

Do you operate your own analysis laboratory?

Yes, Carbiotix operates its own analysis laboratory. Doing so, allows us to optimise the analysis process and achieve cost savings.

Are the laboratory personnel qualified?

Yes, all persons working in Carbiotix analysis laboratory are trained lab technicians working under the guidance of our Chief Technology Officer who holds many years of experience in multiple laboratories.

What analysis methods and equipment do you use?

Carbiotix uses the latest DNA analysis methods and equipment from recognised and leading international vendors to analyse the DNA from your gut microbiome samples.

## **Reports**

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## **Account**

Where do I update my account information?

You can update your account and settings in the My Account section found in the header menu when logged in. In the My Account section, you can update your account details, shipping address, payment details, and communication settings.

Can I update or change my subscription?

No. Since each subscription is regarded as a separate re-occurring purchase, you need to first cancel your subscription and then resubscribe to the subscription you would like.

How do I cancel my subscription?

You can cancel your subscription under My Account and Subscriptions.

How can I receive a receipt for my purchases?

You can find all purchase receipts under your My Account and Payment.

What do I do if I am unable to log into my account?

Please make sure that you are using the same email (username) that you used to sign up to Carbiotix. Moreover, if you have forgotten your password, please make sure you use the same mobile/cell phone that you used to sign up to Carbiotix to generate a new password. If you are still unable to access your account, please contact Carbiotix via email.

## **Research**

What research is being carried out at Carbiotix?

Carbiotix operates its own research and development laboratory and is actively engaged in exploring the microbiome area, leveraging its platform to discover new applications and working with others to improve and accelerate the development of complementary microbiome related applications.

Is Carbiotix a citizen science project?

No, Carbiotix is not a citizen science project. The anonymous data we extract from customer gut microbiome sample does however play a very important role in the development of new products. Thus, by joining Carbiotix you are contributing to advancement of the microbiome area and how it can be leveraged to improve the lives of people.

Are you partnering with other companies?

Carbiotix may from time-to-time partner with other companies and research institutions when it sees an opportunity to improve and/or accelerate the development of its own products and services, or products and services offered or under development by others.

## **Help**

Can I contact Carbiotix only via email?

Yes, you are only able to contact us via email or the [contact form](#). We will do our best to answer your inquiry within 24 hours. If you need to speak with us directly, please request that we call you via your mobile number. Our normal business hours are 9:00-17:00 (9am-5pm) CET, Mon-Fri.