FAQs:

DOES IDLIFE DNA SHIP TO ALL 50 STATES?
Yes. Because the results provided in the Nutrition & Fitness Genetics Report are for informational purposes only, and not intended to diagnose, treat, cure or prevent any disease, and Molecular Testing Labs™ is a CLIA and CAP accredited, state-of-the-art, esoteric laboratory, we can make the product available to consumers in all 50 states.

WHAT KIND OF INFORMATION WILL I GET FROM MY NUTRITION & FITNESS GENETICS REPORT?
Your results can help you better understand how your body might respond to certain diet choices and could help take your fitness regimen to the next level. Your report includes detailed and unique recommendations that can help you eat better, train better, and live better. Some of the topics covered by your report include: aerobic potential, muscle performance, weight regain after dieting, dopamine and food reward, and caffeine metabolism. Remember that this isn’t a “one-size-fits-all” approach to nutrition and fitness. Your IDLife DNA report is your personalized owner’s manual on how your body responds to diet and exercise based on your unique gene profile.

HOW OLD DO I HAVE TO BE TO GET TESTED?
There is no age limit on our testing, though parental consent is needed to test anyone under the age of 18. IDLife requires that the parent or guardian sign the consent form of any person under the age of 18 and may ask for further verification as needed for authorization.

ARE YOU GOING TO SELL MY DATA?
IDLife partnered with Molecular because they are a HIPAA compliant and CAP-accredited laboratory committed to keeping all of your data private and secure. We will never sell your data and personal information to a 3rd party. If your data is ever used for further research, all identifying information will be stripped away so that it could never be linked back to you in the future. However, it is extremely rare that such a situation would happen. You have the right to opt out of any further use of your data.

DO YOU ACCEPT INSURANCE?
No. We do not accept insurance for this type of testing.

HOW LONG WILL IT TAKE TO RECEIVE MY DNA KIT AFTER ORDERING?
Kits ordered before 12:00 pm CST will ordinarily be shipped same-day, Monday - Friday, and should arrive within 2-4 business days. We will email you an outbound tracking number, and you can track your package in-transit on the FedEx website.

HOW IS THE SAMPLE COLLECTED?
You will use a cotton swab provided by our partner laboratory to collect cheek cells from the inside of your mouth.

DOES THE KIT EXPIRE?
We recommend you ship your kit back to Molecular within 60 days of receiving it, and immediately after collecting the specimen to avoid any chance of contamination to the swabs.

WHAT SHOULD I DO IF I HAVE LOST MY PRE-PAID SHIPPING LABEL?
Please contact us at (972) 987-4430 or info@idlife.com, and one of our Customer Advocates will be happy to assist you.

I DROPPED MY SWAB ON THE GROUND, WHAT SHOULD I DO?
We understand that accidents happen and want to ensure that you receive timely and accurate results. Please contact us at (972) 987-4430 or info@idlife.com, and one of our Customer Advocates will be happy to assist you and arrange to get you new swabs at no charge.

DO I HAVE TO PAY FOR SHIPPING BACK TO THE LAB?
No. We will provide you with a pre-paid return shipping bag to send the sample back.

I’VE SENT MY SWABS BACK TO THE LAB. HOW LONG BEFORE I RECEIVE MY RESULTS?
Most results are delivered within 2-3 weeks. If it has been more than three weeks and you still have not received results, please contact us at (972) 987-4430 or info@idlife.com, and one of our Customer Advocates will be happy to assist you.

WHAT SHOULD I DO IF I HAVE QUESTIONS ABOUT MY RESULTS?
We would love to answer your questions. Please call (972) 987-4430 or email info@idlife.com, and one of our Customer Advocates will be happy to assist you in getting your questions answered by our partner laboratory.

*These statements have not been evaluated by the Food and Drug Administration. IDLife products are not intended to diagnose, treat, cure or prevent any disease. IDLife does not represent that its products are certified organic under the United States Department of Agriculture Rules and Regulations.
THE SCIENCE OF DNA: PROBLEM & SOLUTION

We hear countless stories of people that have followed the right diet, spent the money on a personal trainer and dedicated themselves to improving their health and wellness, only to be left disappointed with an empty wallet. The reason why those universal one-size-fits-all approaches don't work is that they hadn't connected the dots on the formula that works for their unique genetic makeup. IDLife's DNA Kit helps end that frustration.

THE PROBLEM:
• One-size-fits-all approaches to diet and lifestyle don't work.
• People spend thousands of dollars, and countless hours, chasing the next big diet fad or workout regime only to be left worse off than they were when they started.
• Each person is blessed with unique genetic attributes, but most never have the opportunity to understand how their body wants to work, and as a result, they spend their time and effort fighting their bodies rather than optimizing them.

THE SOLUTION:
• You collect the sample in the comfort of your own home. In about 3-4 weeks you will receive your personalized Nutrition & Fitness Genetics Report, along with your $100 coupon for IDLife’s personalized vitamin platform, IDNutrition.
• The Nutrition & Fitness Genetics Report you will receive is your personalized owner’s manual, which is a guide to how your body responds to diet and exercise based on your unique genetic profile, allowing you to design a program that works with how your body is designed.
• By combining the guidance of your genetics report with the highest quality personalized vitamin product available, IDNutrition, you will finally have the complete picture of how to get the health and wellness results of your dreams.

“I finally understand why certain exercise programs didn't help me lose weight.”