

17 RESULTS IN
DAYS
OR THEY'RE
FREE

Spend Less Time Waiting for your Genomic Results.

How do I get the guarantee?

1. Order Igenity commercial products: Igenity Select or Igenity Essential.
2. Take samples using Allflex Tissue Sampling Units (TSUs).
3. Submit an electronic manifest or online submission with all required information.
4. Properly identify samples by including a printed copy of the submission form or online order confirmation page.

Qualifications: To qualify for the Igenity® Turnaround Time Guarantee, samples received must meet all of the following criteria. The customer will be notified at sample receipt if their samples have or have not met all qualifications:

Allflex Tissue Sampling Units (TSUs) are the only sample type accepted.

Samples must be submitted with an electronic manifest or online submission which includes all required information.

Required information for Igenity-Select includes: Operation name, DHI Herd Code, Sample ID, Farm ID, Unique Animal ID, Breed, Sex, Date of Birth, and Multiple Birth Status.

Required information for Igenity-Essential includes: Operation name, Sample ID, Farm ID, and Breed. If ordering CDCB parentage discovery add-on unique animal ID, date of birth, and multiple birth status must also be included.

Samples must be properly identified upon arrival by including a printed copy of the submission form which includes operation name, address and selected products or a printed copy of their online order confirmation.

Additional stipulations: The following are not subject to the Igenity Turnaround Time Guarantee:

Poor sample quality will not be covered by this guarantee. Samples that have “low-call rate”, meaning the submitted sample did not yield genomic results that meet NEOGEN’s quality standard, will not receive results. In these cases, a new sample will be requested from the customer and the customer will be charged accordingly.

Animals not reported due to CDCB conflicts or issues, such as, but not limited to parentage, breed or sex conflicts, will not be subject to the Igenity Turnaround Time Guarantee; however, NEOGEN will notify the customer of the conflict or issue by the Igenity Turnaround Time Guarantee date.

The Igenity Turnaround Time Guarantee offer is measured as 17 calendar days from reception of samples at the lab excluding “holidays”. The following days are included as “holidays”: New Year’s Day, Martin Luther King Day, President’s Day, Good Friday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran’s Day, Thanksgiving Day, the Friday that immediately follows Thanksgiving Day, Christmas Eve, Christmas Day, and New Year’s Eve. If one of these holidays falls on a weekend and the federal holiday is observed on a weekday, then the turnaround time will be increased by one calendar day.

