

How is the genetic sample taken?

Genetic kits are simple cheek swabs and can be easily done at home. The swabs themselves take less than a few minutes to complete. There are no needles, blood, hair, or urine needed. The kits come with simple instructions on how to do the cheek swabs.

How long does it take for the results?

Once your client mails in their genetic kits, it takes about 3-5 weeks for the Fitgenes Genetic Blueprint to process. The Carbchoice Blueprint, however, takes 8-10 weeks because the swab must be sent to Australia to be processed, as there are currently no US-based labs that process Carbchoice. Practitioners can start working with their client's genetics results as soon as the first profile is available, and then do an update once the CarbChoice is available.

How do I get my client's results?

You will be notified via email when your client's results are ready. The subject line will have your client's Kit ID number. You will then login to pracware and download your client results from there.

Does Dr. Sam offer 1-1 coaching for results?

You have access to the complete learning library, and Dr. Sam offers monthly Q&A Zoom calls for all Fitgenes USA Practitioners to ask questions, present client case studies, and gain valuable information to help their clients.

Can I recommend my own supplements?

Yes, the nutrients in the report can be applied to any supplements you use in your practice.

How do I interpret the results for my clients?

You will have access to training videos, such as, "How to Read a Genetics Report" as well as videos on every gene variant. You will also have access to monthly live Q & A sessions.

Can I integrate this with other functional lab tests, such as DUTCH or GI MAP panels?

Absolutely. Many clients pair functional medicine testing with genetics for the most complete health blueprint. If genetic recommendations aren't producing results, functional labs can reveal underlying conditions that are preventing someone from maximizing their genetic potential. We call these hidden barriers "metabolic barbed wire".

For example, if a client is genetically very prone to inflammation, yet the anti-inflammatory protocols have hit a plateau, it may be due to a hidden gut infection causing the inflammation. A genetic test will not reveal if there is a hidden gut infection, while a functional gut test will. Once the infection is removed in this hypothetical example, then the client can further benefit from their genetic recommendations.

How do I price my consultation services around the genetic results?

You have complete flexibility here. Create a full program with genetics, a report of findings call, and ongoing coaching—or offer a simpler package with just the genetics and personalized consult or video review. Package your consulting or coaching services however it makes sense for your clients.

What should I do if a genetic kit is lost or damaged?

If a genetic kit is lost or damaged — whether during mailing, by the client, or due to a postal service error — the practitioner is responsible for the replacement cost, shipping, and handling. The replacement fee is currently \$30 per kit and is subject to change without notice.

To order a replacement:

1. Log in to your Practitioner Portal.
2. Click Order Genetic Kits Here, then select Client Club Login to place your order.

Notice: Further instructions need to be followed on confirmation page



Frequently Asked Questions

How is my genetic data kept private and secure?

FitGenes USA partners with two highly accredited laboratories for genetic testing:

- A U.S.-based lab that processes approximately 150 genetic variations for the FitGenes Genetic Blueprint.
- An Australian lab that processes the copy number variant test used for the CarbChoice Blueprint (carbohydrate tolerance).

For testing performed in the United States, FitGenes USA partners with GeneByGene, a leading genetics company with a robust privacy policy and oversight both domestically and internationally.

<https://www.genebygene.com/privacy-policy>

If you would like your genetic information and/or sample destroyed, please contact GeneByGene directly using the email associated with your test kit:

✉ info@genebygene.com

☎ 713-474-2401

Please note: once your request is submitted, the destruction process typically takes about 30 days. FitGenesUSA, FitGenes, and 10Pillar Wellness do not have control over GeneByGene's internal destruction procedures or timeline and are not liable for their processes.

Both laboratories used by FitGenesUSA follow strict international standards for data privacy, security, and confidentiality. Your genetic data is never sold, shared, or used for any purpose outside authorized testing and reporting.

Still have questions or need support?

For any questions not covered in our FAQ, please reach out to partners@drsamsahay.com.