



Address: 201 – 9200 Mary Street, Chilliwack, BC, Canada
Phone: 206-899-4729 Email: support@novelbiome.com

a-FMT Request Form

Please complete the below steps to initiate a return of your stored microbiome:

Step 1: Complete the full name of each sample you are wanting to retrieve (you must include the name you used when submitting the sample):

First Name	Last Name

Step 2: Provide the exact shipping address you would like your package sent to (in the case of multiple samples, we can only ship to one address). **No shipments to PO boxes.**

Street	
Unit/Apt # (if applicable)	
City	
Province / State	
Zip / Postal Code	
Country	
Email Address	
Phone number	

Step 3: Please email this request form to support@novelbiome.com and we will process your request within 7 days of receipt of this form.

Step 4: Once shipment has been setup, you will get a tracking notice from FedEx and will be able to track the shipment to your home. The package will arrive in a small cooler with an ice pack. **The capsules are safe at room temperature, so even if the ice pack is melted, the capsules are still safe!** Packages typically arrive within 1-3 days of shipping.

Step 5: Please indicate below if you are in urgent need of your microbiome. If so, we will do our best to expedite the return process.

- Yes, I urgently need my banked microbiome returned
- No, I am not in a rush but excited to get back my banked microbiome

Safety Policy: We at Novel Biome suggest that administration of the capsules be under the supervision of your physician. Please consult with your physician as required.

Usage policy: The capsules we will ship to you represent the original microbiome sample you shipped to Novel Biome and are ONLY meant for your personal use and are NOT for resale.

Shipping policy: Novel Biome is not responsible for lost, delayed, damaged or stolen packages.

Name (print): _____

Signature: _____

Date: _____