

DATE EFFECTIVE: 04/14/10	Must Read Before You Buy Important Purchasing Policies	FORM: DIS.10aw REV: C.01
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Please Read FIRST Before You Buy!

Listed below are some of our most important policies that we have decided to clarify for potential Clients. To help make sure your experience with Fairfax Cryobank is as satisfactory as possible, please read the information below BEFORE YOU MAKE A PURCHASE:

1. **Donor Availability:**
 - a. All donors will sell out, and the timing is unpredictable. We sell sperm units on a first come, first served basis.
 - b. Our donor search (fairfaxcryobank.com/shoppingcart/search.cfm) on our website lists donors who are expected to have availability either now or in the future. If there is currently no availability but units are expected to release soon, you can place your name on a limited Waitlist (see our Waitlist FAQ's on our website) by calling Client Services. Once a donor sells out, his number will no longer appear on the complete list of all donors. Yet entering his number in the donor ID field will allow him to appear even if he is sold out. He will be listed as 'Inactive' with 'No Availability' when you click on his number, so be sure and check availability before you order.
 - c. We DO NOT give preference for full siblings when units are sold or waitlist names taken. We have had clients who wish they had bought extra units of their donor to ensure his availability for having full siblings later, but were disappointed to learn that their donor is sold out when they are ready to order again. Consider buying and storing when units are available to avoid this situation.

2. **Specimen Quality Standard:**
 - a. Our specimen quality standard provides assurances that our specimen quality meets specific standards for total motile sperm cells at the time the samples are thawed at the physician's office. See our website for full details of the Specimen Quality Standard.
 - b. One of the conditions of the quality standard is that it is void after the specimens are offsite for more than 60 days. Please keep this in mind when shipping and storing specimens offsite at your doctor's office. Fairfax Cryobank offers several onsite storage options including a 50% buy back for unused specimens that remain at Fairfax Cryobank. See our website for details of this and other offers.
 - c. In certain situations, if a specimen does not meet the expected total motile cell count at the time of the thaw (but *prior* to any processing done at the physician's office), we offer a full or partial credit or refund for the cost of that specimen. This would not include shipping costs or any other associated costs.
 - d. A client is not eligible for a refund if pregnancy is achieved, regardless of the count, or if the correct thaw procedure included with the specimen at the time of shipment was not followed at the physician's office. The quality standard only applies to cell counts *prior* to any additional processing that your physician's office may wish to do. Sperm counts will vary 10-30% depending on the lab personnel and counting method and this is taken into consideration when processing a complaint.
 - e. If you feel the quality standard has not been met and a refund is desired, the physician's office must initiate a call to our Client Services department within 10 days of the thaw. Full details of the specimen quality standard are available on our website.

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3. Limitations on Donor Births:

- a. Fairfax Cryobank limits the total number of births for any donor based on the application of several criteria. Specifically, a donor’s sales will cease when *either* of the following criteria is reached:
 - 1. Maximum of 25-30 family units (children from the same donor living in one home) reported within the U.S.; *OR*
 - 2. Total number of units sold reaches our designated limit (actual numbers are not disclosed)
- b. Family units who have children by the same donor will not be sold additional donor units if the maximum number of sold units has been reached.
- c. In addition, we also monitor the reported location of births and limit the geographic distribution of a donor consistent with the guideline of the American Society of Reproductive Medicine (ASRM).
- d. In order to help us monitor the number of births associated with any donor, it is important that everyone be diligent in reporting births to us. Please go to the pregnancy reporting page on our website or call us with your information.
- e. Most donors typically sell out their entire inventory before the limits are reached.
- f. If a donor has reached his maximum limits on family units or total sales, then reactivation of that donor is not available. (Reactivation means that a donor can be asked to provide additional samples after he has left the program. The donor must first agree to be reactivated and if he does the client agrees to pay all costs which typically exceed several thousand dollars.)

4. Checking Donor Medical Status before Fertility Treatments

- a. Donor Medical Status is a donor classification that indicates if your donor has been restricted due to a significant medical issue in an offspring. Not all medical issues reported result in a restriction. Those determined to increase the risk to other offspring do result in the donor being restricted. Any donor who is restricted or under investigation will be removed from our online donor search.
- b. To the best of our knowledge, all donors start the program without known significant medical or hereditary issues in themselves or their offspring. But a donor’s medical status can change with time. He may now be restricted for medical issues or be under investigation, in which case we want you fully informed. Read more about how we inform clients about these medical issues on our website on the check donor medical status page.
- c. If you purchased units and they are stored offsite, we are encouraging everyone with a Fairfax Cryobank donor semen sample or an embryo created from that semen to check donor medical status online or by calling Client Services at 1-800-338-8407 prior to use in a fertility procedure.