

Ancestry Terms and Conditions

Effective as of December 14, 2017

Welcome to Ancestry! Thank you for using our Services. These Terms and Conditions (the “**Terms**”) set forth our mutual agreement as to your rights and responsibilities when you use the Ancestry websites, services, and mobile apps that link to these Terms (the “**Services**”). By using any of the Services you are agreeing to these Terms. You are also agreeing to comply with our [Ancestry Community Rules](#), which are incorporated herein by reference. Please read these documents carefully – they contain important information about your rights and your responsibilities when you use the Services.

Your privacy is very important to us. Our [Privacy Statement](#) sets forth important information on how we collect, process, use and share your data and is incorporated by reference herein. Please read the [Privacy Statement](#) carefully. In particular, you should be aware that we do not share your [Genetic Information](#) (as defined in the [Privacy Statement](#)) with employers, insurance providers, or third-party marketers without your consent, and will not share your Genetic Information with law enforcement unless compelled by valid legal process as described in our Privacy Statement. Any sharing of Genetic Information for scientific research is governed by our [Informed Consent to Research](#), which only applies if you expressly agree to participate.

Important Things for You to Understand When You Use Our Services

- You always maintain ownership of your data, but we need the ability to use your data for the purposes set out in our Privacy Statement and these Terms, and, if you agree to it, in our Informed Consent to Research.
- You may discover unanticipated facts about yourself or your family when using our Services that you may not have the ability to change (e.g. you may discover an unknown genetic sibling or parent, surprising facts about your ethnicity, or unexpected information in public records).
- As we are constantly striving to improve the Services we provide you, your data may be used to enhance our existing user experience or to develop new products and services. Unless expressly stated otherwise, each new feature that we add to the Services will also be subject to these Terms.
- You may at any time request that we delete your data and account, as described in our [Privacy Statement](#).

Our Services are very diverse, so sometimes additional or separate terms may apply. Any additional terms will be specified with the relevant Services, and those additional terms become a part of your agreement with us if you use those Services. Separate terms may also apply to special offers or promotions, and if the rules of a promotion or special offer conflict with these Terms, those special terms will prevail. We are constantly changing and improving our Services, and thus we may add or remove functionality or features from the Services and we may suspend or stop a Service altogether. If you have any questions about these Terms or our Services, please [contact us](#).

To help you to read these Terms, we have broken them down into the following sections:

1. Eligibility to Use the Services
2. Your Use of the Services
3. Additional Terms Applicable to Your Use of DNA Services
4. Renewals and Cancellations for Ancestry Services
5. Content Used in the Services
6. Termination or Suspension of your Account
7. Modifications to these Terms
8. Warranty
9. Limit of Liability
10. Your Indemnity
11. Services Offered by Other Companies
12. Controlling Law
13. Dispute Resolution

1. Eligibility to Use the Services

Users of the Services may include unregistered guests, free registered guests, paid subscribers, and people who purchase and/or activate a DNA kit (“Users”). You may need to create an account to use the Services. To protect your Ancestry account, please keep your password confidential. You must provide accurate, complete and current registration information when you register. The Services are intended for adults in the countries where they are being offered. For example, Services being offered at ancestry.co.uk are intended for users in the United Kingdom.

DNA Services: You must be at least 18 years old to purchase or activate a DNA Kit. To protect your privacy when you share your DNA with us, each adult who submits a saliva sample for a DNA test must create their own account. In addition, depending on the country where the person providing the saliva sample is located, such person may also be required to explicitly consent to the processing of sensitive personal information when they activate their DNA kit. A parent or legal guardian may activate a DNA test, provide us Personal Information, and send us the saliva sample of a minor child for processing using an account for that child that is directly managed by the parent or legal guardian. By activating a DNA test for, or submitting any Personal Information about, a minor you represent that you are the minor's parent or legal guardian. You also agree that you have discussed the DNA test with the minor and the minor has agreed to the collection and processing of their saliva.

Other Services: While our other Services are intended for adults, if you are between the ages of 13 and 18, you may use the other Services with your parent's or guardian's permission. Children under the age of 13 are not permitted to use any Services. We do not knowingly seek or collect any Personal Information directly from children under the age of 13. If Ancestry becomes aware that we have unknowingly collected any personal data directly from a child under the age of 13, we will take commercially reasonable efforts to delete such data from our system.

2. Your Use of the Services

Requirements for Using the Services: In exchange for your access to the Services, including the DNA Services described below, you agree:

- To comply with the [Ancestry Community Rules](#);
- To comply with all applicable laws;
- Not to resell the Services or to resell, reproduce or publish any content or information found on the Services, except as explicitly described in these Terms;
- Not to circumvent, disable or otherwise interfere with security-related features of the Services or features that prevent or restrict use or copying of any content or enforce limitations on use of the Services or the content therein, including with bots, crawlers, spiders, data miners, scraping or other automatic access tools;
- You are responsible for all usage and activity on the Services made via your account; and
- You will [contact us](#) if you suspect your account has been breached or used without your authorization.

3. Additional Terms Applicable to Your Use of DNA Services

As used in these Terms, the “DNA Services” refers to the use of our DNA collection kit, processing and handling of your DNA sample, genetic testing of your DNA sample, and our web or mobile app-based tools that provide you with ethnicity and other genetically related results and associated services, offer you the ability to view genetic matches that can identify potential relatives, help you explore your ethnic and family origins, and make new discoveries through your DNA.

The purpose of the DNA Services is to provide genetic and genealogy results and related reports for your informational, recreational, educational and research use.

Requirements for Using the DNA Services: By using the DNA Services you also agree:

- You will not resell DNA test kits;
- Any saliva sample you provide is either your own or the saliva of a person for whom you are a parent or legal guardian;
- You will not send us your saliva sample if you have reason to believe you have an active infectious disease;

- If you are outside the U.S, you will not send us a sample if sending us a sample would violate any export ban or other restriction in the country in which you reside or from which you are sending the sample;
- You will not use the DNA Services outside of the country to which your AncestryDNA kit was shipped;
- That by providing a DNA sample or Additional User Information to us, you acquire no rights in any research or commercial products developed by us or our collaborators and will receive no compensation related to any such research or product development; and
- You will not use the information obtained from the DNA Services (including any downloaded raw DNA data) in whole, in part and/or in combination with any other database, for any medical, diagnostic or paternity testing purpose or for any discriminatory purpose or illegal activity.

You also agree that we may directly or through other companies who help us provide the DNA Services:

- Provide your saliva sample and DNA to other companies that help us provide the Services, such as laboratories;
- Extract your DNA from your saliva;
- Perform genetic tests in the United States (or, in the future, in other countries) on the resulting DNA using test methods available now or developed in the future;
- Compare your DNA results with other DNA data in the Ancestry database to provide the Services, including matching you to others in our database with whom you share DNA;
- Disclose to you, and others that you authorize, the results of the tests performed;
- Store your DNA results in accordance with these Terms and the Privacy Statement;
- Store your saliva and any extracted DNA in the United States or destroy any remaining saliva or DNA sample after your sample has been processed; in any case, once submitted to us, your saliva and DNA sample cannot be returned to you;
- Allow certain of our laboratory partners to use a portion of unactivated saliva samples to calibrate or validate instruments, equipment, or laboratory methods used in providing DNA Services; and
- Use your [Genetic Information](#) and other [Personal Information](#) as described in these Terms and the [Privacy Statement](#).

If you choose to download a copy of your raw DNA data, you are responsible for storing, securing and protecting that downloaded data. While we protect your information in our web and data systems, once you download the raw DNA data, that copy will not be protected by our security measures. Your raw DNA data is for your personal use only and should not be used for medical, diagnostic or paternity testing purposes.

4. Renewals and Cancellations for Ancestry Services

Your subscription(s) to the Services and your purchase and use of the DNA Services are subject to the [Renewal and Cancellation Terms](#), which are incorporated herein.

5. Content Used in the Services

Ancestry Content: The Services contain photos, videos, documents, records, indexes of content, and other content that are owned by or are licensed to Ancestry. We refer to this content as “**Ancestry Content**.” Except for [WebSearch](#) records, which are governed by the third parties that host the records, all Ancestry Content is owned by or licensed to us and may be used only in accordance with these Terms. You may use the Ancestry Content only as necessary for your personal use of the Services or your professional family history research, and download the Ancestry Content only as search results relevant to that research or where expressly permitted by Ancestry.

With respect to Ancestry Content, you agree:

- To keep all copyright and other proprietary notices on any Ancestry Content you download or print; and
- Not to distribute, republish, or sell significant portions of any Ancestry Content.

Public Domain Content: Some Ancestry Content may be in the public domain, and yet also subject to restrictions on reuse. We refer to Ancestry Content in the public domain as “**Public Domain Content**.” You are free to use a small portion of individual photos and documents that are Public Domain Content, but you must obtain our written permission to use more than a small portion of these collections. If you have any questions about your use of Public Domain Content, please [contact us](#).

Personal Information and User Provided Content: When you use the Services, you provide us with different types of information. For an explanation of Personal Information and a description of the types of Personal Information you may provide to us, see our [Privacy Statement](#). You may ask us to delete your Personal Information as explained in our [Privacy Statement](#). In addition, you may provide us with information that is not considered Personal Information, such as a picture of a tombstone or a story about a relative. In these Terms, we refer to this type of information as “**User Provided Content**.”

With respect to User Provided Content, you agree that:

- You are solely responsible for your User Provided Content;
- You represent and warrant that you have all the necessary rights to upload or post your User Provided Content and that your User Provided Content complies with the [Ancestry Community Rules](#);
- You will provide Ancestry, upon our request, with any documentation necessary to evidence your compliance with these Terms; and
- Any User Provided Content that you have made public or shared (e.g. by including such User Provided Content in a public Ancestry family tree, as part of your public profile in one of the Services or in a public posting on one of our Services) may be used by other users as part of, or in conjunction with, the Services. We will not be required to remove any information or User Provided Content that you have made public or has otherwise been shared from the family trees or public profiles of other users.

Ancestry has no responsibility or liability related to User Provided Content. While we do not routinely monitor User Provided Content that is uploaded or posted to the Services, we do reserve the right to do so and to use automated tools that monitor User Provided Content for violations of these Terms, including, the [Ancestry Community Rules](#). We reserve the right, but do not have the obligation, to remove or disable access to any User Provided Content that we believe violates these Terms, including the [Ancestry Community Rules](#).

If you have concerns that User Provided Content posted by other users may infringe your rights, contain illegal material, or violate these Terms please [contact us](#). We are also sensitive to the copyright and other intellectual property rights of others. For complaints regarding copyright infringement or illegal content, click [here](#).

Additional User Information. You may voluntarily choose to provide additional information about yourself or your family to Ancestry in response to our email surveys, or through the Services (“**Additional User Information**”). Additional User Information does not include account, profile, payment, or usage details necessary to provide the Services, or any User Provided Content. You may have the option to share your Additional User Information with other users. Any sharing of Additional User Information with third parties is governed by our Privacy Statement.

Ownership of Personal Information, Additional User Information and User Provided Content: You own your Personal Information, Additional User Information, and User Provided Content, but we need certain rights from you to use that information and content. By using the Services, you grant us the right to collect, host, transfer, process, analyze, communicate and store your Personal Information (including your Genetic Information) and Additional User Information in order to (a) provide the Services to you and other users, (b) for the purposes described in these Terms and our [Privacy Statement](#), (c) to help our Users discover more about their family histories, and (d) for any other purpose to which you expressly agree, such as sharing with others. Also, by submitting User Provided Content through any of the Services, you grant Ancestry a sublicensable, worldwide, royalty-free license to host, store, copy, publish, distribute, provide access to, create derivative works of, and otherwise use such User Provided Content to the extent and in the form or context we deem appropriate on or through any media or medium and with any technology or devices now known or hereafter developed or discovered. This includes the right for Ancestry to copy, display, and index your User Provided Content. Ancestry will own the indexes it creates. We will also have the right to continue to use your User Provided Content, even if you stop using the Services, but only as necessary for us to provide and improve the Services.

Copyright and Trademark Notice: Each of the Services is protected by copyright as a collective work or compilation, pursuant to U.S. copyright laws, international conventions, and other copyright laws. The trademarks, service marks and logos contained in the Services are owned by or licensed to us. We and our licensors retain title, ownership and all other rights and interests in and to all Ancestry Content in the Services.

6. Termination or Suspension of Your Account

We may limit, terminate, or suspend your access to the Services without a refund if you breach or act inconsistently with the letter or spirit of these Terms or, the [Ancestry Community Rules](#). In such a case, you will not be entitled to a refund of subscription fees or the purchase price of a DNA kit.

7. Modifications to these Terms

We have the right to modify these Terms or any additional terms that apply to a Service at any time, including to reflect changes to the law or changes to our Services. We will notify you of any material changes by posting information through the Services or via email. Such material changes will not apply retroactively and will become effective thirty days after they are posted, except that changes addressing new functions in the Services or changes made for legal reasons will be effective immediately. Your continued use of the Services after a change to the Terms will mean you accept the changes. If any changes are unacceptable to you, you may stop using the Services and, if applicable, cancel your subscription as described [here](#).

8. Warranty

While we hope you enjoy using our Services, there are things we don't promise about our Services.

Except as expressly set out in these Terms, we provide the Services and the Ancestry Content to you on an "AS-IS" basis. To the maximum extent permitted by law, we disclaim all warranties express or implied, including the implied warranties of non-infringement, merchantability, and fitness for a particular purpose. We do not make any promises (a) about the Ancestry Content, (b) about the specific functionality of the Services, (c) about the quality, accuracy, reliability, or availability of the Ancestry Content or Services, or (d) that the Ancestry Content or Services will be free from viruses or other harmful components.

9. Limit of Liability

We limit our liability to the fullest extent allowed by law. We will not be liable for any unintentional damage, any actual, incidental, or consequential damage, or for any loss or claim of any kind. Some jurisdictions do not allow us to have a broad limit on our liability. If you live in one of those jurisdictions, some of these limitations may not apply to you. If you are dissatisfied with any portion of the Services or with any statement in these Terms, your sole remedy is to stop using the Services and, if you are using any of our subscription Services, cancel your subscription as described [here](#). Our total liability in any matter related to the Services or these Terms is limited to the aggregate amount you paid us during the 12-month period preceding the event giving rise to the liability.

10. Your Indemnity

You agree that you will indemnify and hold Ancestry, our employees, and our agents harmless from any claims, damages, or other expenses (including attorney's fees) that result from your use of the Services and (a) your violation of these Terms or other documents incorporated herein by reference; (b) your violation of another person's rights; or (c) any claim related to your User Provided Content, including a claim that your User Provided Content caused damage to another person. This indemnification obligation will continue after you stop using the Services. In addition, you release Ancestry from all claims, demands, actions, or suits in connection with your User Provided Content, including any liability related to our use or non-use of your User Provided Content, claims for defamation, invasion of privacy, right of publicity, emotional distress or economic loss.

11. Services Offered by Other Companies

We may offer you the opportunity to purchase services from companies other than Ancestry. Use of those services will be subject to the terms and conditions of the companies offering the services. Please read those terms carefully. We have no responsibility related to any such third-party services.

12. Controlling Law

If you access the Services on our websites in the United States, the laws of the State of Utah and as applicable, those of the United States of America, govern these Terms and the use of the Services. All claims brought in the United States will be subject to the jurisdiction of the courts of the State of Utah. If you access the Services on our websites anywhere other than in the United States, the laws of Ireland govern these Terms.

13. Dispute Resolution

We work hard to keep our customers satisfied. If a dispute arises between you and Ancestry, our goal is to provide a cost-effective means of quickly resolving the dispute. If you have any concern or dispute about the Services, you agree to first try to resolve the dispute informally by [contacting us](#).

For U.S. Customers:

If your dispute is not resolved within 30 days after contacting us, then you and Ancestry agree that we will resolve it through final and binding arbitration, with the following three exceptions:

1. You may assert your dispute, if it qualifies, in small claims court.
2. Both you and Ancestry may bring a suit in court in the state of Utah only for a claim of infringement or other misuse of intellectual property rights. In this case, we both waive any right to a jury trial.
3. If it qualifies, you may bring a claim to the attention of a relevant federal, state, or local agency that may seek relief against us on your behalf.

If you have a subscription and you terminate for our breach after providing us with a 30-day cure period during which we are unable to cure, we will refund any pre-paid fees on a pro-rated basis to you.

Arbitration Rules: To begin an arbitration proceeding, send a certified letter requesting arbitration and describing your claim to the Ancestry Legal Department, 153 Townsend Street, Suite 800, San Francisco, CA 94107. Any arbitration will be conducted by the American Arbitration Association (AAA) under its [rules](#) and will be held in the State of Utah.

No Class Actions: You may only resolve disputes with us on an individual basis, and may not bring a claim as a plaintiff or a class member in a class, consolidated, or representative action.

Injunctive Relief: If you use the Services in violation of these Terms, you agree that we are entitled to any injunctive remedy or an equivalent type of urgent legal relief in the appropriate jurisdiction.

This dispute resolution process will continue after you have stopped using the Services.

For Customers Outside the U.S.:

You agree that the Irish Courts will have exclusive jurisdiction over all disputes (contractual or non-contractual) related to this Agreement. If you are a European Union consumer you will benefit from any mandatory provisions of the law of the country in which you are resident. Nothing in this Agreement, including the paragraph above, affects your rights as a consumer to rely on such mandatory provisions of local law. Nothing contained in this clause shall limit Ancestry's rights to bring enforcement proceedings in another jurisdiction or to seek interim, protective or provisional relief in the courts of another jurisdiction.

Additional Dispute Information for EU Members: Information pursuant to Regulation 524/2013: The European Commission provides a platform for Online Dispute Resolution (ODR), available at <http://ec.europa.eu/consumers/odr/>.

14. Miscellaneous

Ancestry Parties: You are entering into these Terms with a specific Ancestry entity depending on what Service you are using and where you are geographically located. Please see the list of Ancestry entities by Service and geography [here](#). All references to Ancestry, "us" or "we" in these terms refer to the relevant Ancestry entity on that list. We reserve the right to change the Ancestry entity which is a party to these Terms at any time as a result of a corporate reorganization or otherwise.

Entire Agreement: These Terms, including all rules, guidelines, and other documents incorporated herein by reference, state the entire agreement between you and Ancestry regarding your use of the Services and supersede any prior agreements we may have relating to the Services.

Notification of Changes to the Services: Ancestry may contact you within the Services, via email or physical mail to inform you of changes to the Services or these Terms. You agree that contact in any of these ways will satisfy any legal communication requirements, including that communication be in writing.

Assignment: We reserve the right to assign or transfer our rights and obligations under this Agreement. These terms are personal to you and, as a result, you may not, without the written consent of Ancestry, assign or transfer any of your rights and obligations under this Agreement. There shall be no third-party beneficiaries to this Agreement.

If Ancestry is Acquired: If Ancestry or its businesses are acquired or transferred to another entity (in whole or part and including in connection with bankruptcy or similar proceedings), Ancestry has the right to share your Personal Information, User Provided Content and Additional User Information with that entity. These Terms will continue to apply to the Services until you receive notification of changes to the Terms or Services.

Severability: The unenforceability of any particular section or clause in these Terms will not affect the enforceability of the remaining Terms. We may replace any unenforceable section or clause with a similar one that is enforceable.

No Waiver: Our failure to enforce any provision of these Terms is not a waiver of our rights under that provision.

Fair Credit Reporting Act: Ancestry is not a consumer reporting agency as defined in the Fair Credit Reporting Act (“FCRA”), and the information that you can access on the Services has not been collected in whole or in part for the purpose of furnishing consumer reports, as defined in the FCRA. YOU SHALL NOT USE THE SERVICES AS A FACTOR IN (1) ESTABLISHING AN INDIVIDUAL'S ELIGIBILITY FOR PERSONAL CREDIT OR INSURANCE OR ASSESSING RISKS ASSOCIATED WITH EXISTING CONSUMER CREDIT OBLIGATIONS, (2) EVALUATING AN INDIVIDUAL FOR EMPLOYMENT, PROMOTION, REASSIGNMENT OR RETENTION (INCLUDING BUT NOT LIMITED TO EMPLOYMENT OF HOUSEHOLD WORKERS SUCH AS BABYSITTERS, CLEANING PERSONNEL, NANNIES, CONTRACTORS, AND OTHER INDIVIDUALS), OR (3) ANY OTHER PERSONAL BUSINESS TRANSACTION WITH ANOTHER INDIVIDUAL (INCLUDING, BUT NOT LIMITED TO, LEASING AN APARTMENT).

These Terms and Conditions were consolidated from separate prior versions. For prior versions of the terms and conditions applicable to the Services, click [here](#).

Select a language

- English
- Deutsch
- Español
- Français
- Italiano
- Svenska
- Português

Ancestry Renewal and Cancellation Terms

Your subscription to the Services (as defined in the Ancestry [Terms and Conditions](#)) and purchase of your AncestryDNA test is subject to these Renewal and Cancellation Terms. Capitalized terms used in these Renewal and Cancellation Terms if not defined here are as defined in the [Terms and Conditions](#).

SUBSCRIPTIONS

There are various payment and subscription options available for using the Services. These options can be found in the individual Services and may change from time to time. Once you register for a free trial or your initial payment is processed, your subscription has begun, and you can immediately access the relevant Service.

1. Automatic Renewals of Subscriptions. Subscriptions automatically renew, except for gift and pay-per-view subscriptions. This means that once you sign up for a free trial or become a subscribing member, your subscription will automatically renew based on the subscription program you chose (e.g. semiannually, monthly, etc.). You will be charged the rate stated at the time of purchase (plus applicable taxes, such as value added tax when the stated rate doesn't include VAT) at the beginning of each billing term of your subscription via the billing method you have provided to us. Please ensure that your billing information is correct to prevent your subscription from lapsing.

Prices and terms for subscriptions may change at any time. The price and terms in place when you made your initial purchase or when your subscription last renewed will stay in effect for the duration of that subscription period, but new prices and terms may apply to renewals or new subscriptions. Ancestry will give you reasonable notice of any change in price or terms before they go into effect. If you do not want to renew your subscription under these new prices or terms, you may cancel your subscription as described below.

2. Cancellations and Refunds. You may cancel your subscription by contacting us [by phone or email](#). You may also cancel your subscription on your account page in the Services. All refunds will be credited to the billing method associated with your account.

If you are using the Services in the UK, you may also cancel your subscription by logging into your [My Account](#) page on Ancestry.co.uk or by filling out this [contact form](#) in our UK support community.

Unless otherwise stated in the terms of your subscription, the following terms will apply:

Free Trials: Some of the Services allow you to register for a free trial so you can try the Services before starting a paid subscription. If you register for a free trial, you may cancel at any time during the free trial period and incur no charge. If you do not cancel during the free trial period, your paid subscription will start once your free trial period ends.

Monthly Subscriptions: Subscriptions billed on a monthly basis may be cancelled at any time prior to two business days before your renewal date but are not eligible for a refund. If you cancel your monthly subscription, you will retain access to your Services for the remainder of that month. If you do not cancel your subscription prior to two days before your renewal date, we will renew your subscription for one more month.

Subscriptions Longer than a Month: Subscriptions longer than one month may be cancelled during the first 30 days for a full refund. If this subscription begins with a free trial, the 30 day period begins after the free trial ends. If you cancel this type of subscription after the first 30 days, you will not receive a refund, but you will retain access to the relevant Services for the remainder of your subscription period, after which your subscription will be cancelled. If you do not cancel your subscription within your subscription period, we will renew your subscription for an additional term equivalent in length to your current subscription. Refunds are not based on account usage.

Gift Subscriptions: Gift subscriptions may be cancelled for a full refund within 30 days after the purchase date of the subscription.

Credits: Some Services may be purchased as credits, in varying quantities, to be used over a period of time (e.g. Services on [www.archives.com](#)). Credits purchased are valid for the period specified at the time of purchase. Any credits unused within the period of permitted use will expire following the expiration date.

Taxes and Fees: You will be responsible for all taxes and fees charged by other companies such as shipping, mobile carrier fees, data plan charges, overdraft fees, credit card fees, and foreign transaction fees.

ANCESTRYDNA TESTS

1. Cancelling Your DNA Test.

You may cancel your DNA test by [contacting our Member Services](#). If you have already submitted your saliva sample, you will need to provide your saliva sample tube code to Member Services in order for us to identify and destroy your sample. The tube code is included in your DNA test kit. We recommend you store the code in a safe place.

You cannot cancel your DNA test after your saliva sample has been processed. See the [Privacy Statement](#) for instructions on how to request deletion of your DNA results and destruction of your DNA sample, after your saliva sample has been processed.

2. Refunds.

United States: If you purchase your DNA test in the United States, you will receive a refund if you cancel your test within 30 days of placing your order provided you have not accessed your DNA results in the Services. Refunds are not available after you have accessed your DNA results.

To receive a refund you must provide (1) the same information you provided to us when you ordered your DNA test kit, and (2) the activation code for your DNA test kit (which is included on the instruction card that comes with your kit). If you do not have your activation code, you will have to provide other suitable proof of purchase in order to receive a refund.

If you cancel before you submit your saliva sample to Ancestry, you will receive a refund equal to the price you paid for the DNA test kit minus \$25. If you cancel after you submit your saliva sample to Ancestry, you will receive a partial refund equal to one half of the price you paid for the DNA test kit. Ancestry does not refund shipping and processing charges or any applicable taxes paid on the non-refundable portion for kits purchased from the United States. All refunds will be credited to the billing method associated with your account.

Outside the United States: You have the right to change your mind and cancel your order for a DNA test and receive a full refund at any time within 14 days of receiving your order. Please [call us](#) to cancel your order and request a refund. You will need to know your order number when you call to cancel. Your order number is in the order confirmation email you received after placing your order. Your right to cancel will lapse 14 days following the date of your order. If you cancel your DNA test after you have submitted your saliva sample, you will not be able to access any DNA results. Your refund will only be provided via the credit card you used to purchase the DNA kit. Please allow a reasonable time for the credit to reach you.

3. Replacement Testing Kits.

Should you require a replacement DNA testing kit, you may call AncestryDNA at 1-800-958-9124 and provide the same information that you provided when you ordered your AncestryDNA test. Replacement kits are \$25 per kit (plus applicable shipping and handling).

Explore the world's largest online family history resource – FREE for 14 days.

Choose a membership to try. There's no risk – you'll only be billed if you decide to keep your membership after your free trial.





























	Monthly membership	6-month membership
<p>U.S. Discovery</p> <p>Access all U.S. records on Ancestry</p>	<p>○</p> <p>\$19.99</p> <p>after free trial</p>	<p>SAVE \$20</p> <p>○</p> <p>\$99</p> <p>after free trial</p>
<p>World Explorer</p> <p>Access all U.S. & international records on Ancestry</p>	<p>○</p> <p>\$34.99</p> <p>after free trial</p>	<p>SAVE \$60</p> <p>○</p> <p>\$149</p> <p>after free trial</p>
<p>All Access</p> <p>Get full membership to:</p> <ul style="list-style-type: none"> • Ancestry • Newspapers.com Basic* • Fold3.com 	<p>○</p> <p>\$44.99</p> <p>after free trial</p>	<p>SAVE \$70</p> <p>○</p> <p>\$199</p> <p>after free trial</p>

Start FREE trial

Subscribe or cancel any time by calling 1-800-ANCESTRY

(7 days a week, 9am-11pm ET)

U.S. Discovery	World Explorer	All Access
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Find stories among 112 million plus articles on Newspapers.com * Other subscriptions to Newspapers.com may be available but are not included in the All Access package			
Explore more than 487 million records on Fold3, our historical military records website			
Enjoy unlimited access to more than 3 billion international birth, marriage, death, census, military, church and other records			
Discover your immigrant ancestors and learn more about your family's homeland in detailed passenger lists, border crossings and more			
Travel back to the 16th century in popular UK birth, marriage and death records and see original hand-written documents			
Learn about your ancestors in more than 80 countries outside the U.S., including the UK, Ireland, Canada, Germany, Australia, France, Denmark, Norway, Sweden and more			
Explore all our U.S. record collections including birth, marriage, death and census records detailing occupations, ages, siblings, birthplaces, addresses, and more – even maiden names			
Connect with millions of other Ancestry members to ask for help, share ideas, make discoveries and possibly discover living relatives you never knew you had			
Organize, preserve and share your family tree online with advanced tools that help you grow your tree and upload photos and stories			
Learn from our exclusive Ancestry Hints – where we do the searching for you to expand your family tree			
Make discoveries in Ancestry special collections with records and help focusing on African-American and Jewish family history			
Get simple-to-understand guidance every step of the way so you can start making discoveries on day one			

"I tried a 2-week free trial membership and I'm so glad I did. I can't believe how much I discovered."

Mary D. – Ancestry Member