

EMBRYO DEVELOPMENT GUARANTEE – PROCESS FOR CLIENTS



Fairfax EggBank (FEB) guarantees that the warmed oocytes from each paid cohort will result in at least one (1) good embryo: a good-quality 6-cell embryo on Day 3 or an early blastocyst if embryos are cultured out to Day 5.

If the quality standard is not met for a paid cohort, we'll provide you with one free replacement cohort (at least 6 frozen oocytes) for a future cycle.



Conditions

You are eligible for the guarantee if your purchased cohort meets ALL 8 Conditions:

1 All oocytes were warmed from your purchased cohort	2 Any and all suitable embryos were transferred (via fresh or subsequent FET cycle)	3 Analysis of insemination sample shows > 1 million total motile sperm and good morphology	4 Semen was obtained by ejaculation, not through surgical extraction or other means
5 ICSI was used for insemination	6 Your clinic requested a replacement review within 90 days of the oocyte warming	7 Your clinic lab performed all oocyte handling and warming according to our protocol	8 Based on clinic data, we determine applicable embryo development threshold was not met

Frequently Asked Questions

[My clinic informed me of poor fertilization and/or development. How soon can I request a replacement?](#)

You are eligible to initiate the request upon determining you've met Conditions #1-5. Once met, please have your clinic follow the steps below. The average turnaround to reach a decision is 2-3 weeks after the request is initiated and all documentation is received.

[Will I be able to use the same donor for a replacement cohort?](#)

We can provide a replacement using the same donor if a cohort is available. However, you may want to consider another donor if the first cohort did not result in a positive outcome.

[If I get a replacement, will my cycle costs also be covered?](#)

Your replacement covers the cohort and shipping. It does not cover your cycle costs such as office visits and lab/medication fees.

[Are there limitations on my replacement cohort?](#)

No. Once you are granted a replacement, you are not limited to a time frame in which you must request your replacement cohort.

[The cohort I purchased had more than 6 oocytes. With a replacement, will I be guaranteed a cohort of at least the same size?](#)

The number of oocytes in the replacement cohort depends on the donor you select and what she has in inventory; thus, recipients will receive a replacement cohort with more, the same, or fewer oocytes based on the cohort they choose.

[Can I get a refund in lieu of a replacement cohort?](#)

The replacement cohort is the sole remedy for a replacement.

[Is a replacement cohort also subject to the embryo development guarantee?](#)

Paid cohorts are subject to the guarantee; however, replacement cohorts are not.

Replacement Request Process

QUALIFY

Contact clinic to verify you have met Conditions #1-5. Fulfill #6 by having clinic work with CAN-AM to request a replacement.



INITIATE

Have your clinic supply us with:

1. A completed FEB Laboratory Data form
2. Photos of oocytes post-thaw and developing embryos
3. Data on sperm sample used for ICSI
4. Any other supporting documentation

Have them e-mail this documentation to info@canamcryo.com or fax to 877.772.6387.



AWAIT REVIEW

FEB's embryology panel will meet to review your case. CAN-AM will notify you and your clinic of the decision, typically within 2-3 weeks after the request is initiated. If a replacement request is approved, CAN-AM will work with you to coordinate the next donor match.

For the full definition, conditions, and your rights pertaining to the Embryo Development Guarantee, refer to your Terms of Use agreement.