

# ELISA/ACT<sup>®</sup> Biotechnologies

a PERQUE Integrative Health<sup>®</sup> company

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Phone: 800.553.5472 Email: [eabclientservices@elisaact.com](mailto:eabclientservices@elisaact.com)

## ELISA/ACT Biotechnologies (EAB) Closure

### Frequently Asked Questions

#### 1. Why is EAB closing?

We are temporarily closing to focus on research and innovation, allowing us to enhance our services and products in the future.

#### 2. When is the last day to send in samples for testing?

Please ensure that all samples are sent in by **December 18, 2024**, to guarantee they are processed.

#### 3. Will you accept any samples after December 18, 2024?

Unfortunately, we will not be able to accept any samples after this date.

#### 4. Can I still order LRA supplies before closure?

Yes, you can place orders for LRA supplies until **December 1, 2024**. After this date, we will not be shipping any more supplies.

#### 5. What will happen to my samples that are sent before the closure date?

All samples received by December 18, 2024, will be processed as usual, and you will receive the test results in the standard timeframe.

#### 6. How can I get updates about the closure?

We will provide updates via email and on our official website. Please ensure your contact information is up to date.

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## **7. Can I refer my patients to another laboratory for food and chemical testing during your closure?**

While we cannot endorse specific alternatives, please note that there is currently no test on the market identical to the LRA. We recommend that patients follow [Nature's pHarmacy<sup>®</sup>](#) and Nature's Alkaline Way guidelines on how to Eat, Drink, Think and Do. This can support the gut microbiome – a crucial marker of immune tolerance. Maintaining a balanced digestive system, a healthy microbiome and if needed, using food provocation self-tests to personalize your diet can be effective in addressing sensitivity concerns during our temporary closure.

## **8. Who can I contact if I have further questions or need support during the closure?**

You can reach out to our customer service team by calling 800.553.5472 or emailing [eabclientservices@elisaact.com](mailto:eabclientservices@elisaact.com) for any additional inquiries.

## **9. Will my patient data and previous test results still be accessible during the closure?**

Yes, all patient data and past test results will remain securely stored and accessible to you during the closure period.

## **10. Why did I receive this closure notice on short notice?**

We apologize for any inconvenience caused by the short notice. The decision was made considering various factors including current processes, and certain existing challenges - we wanted to inform you as soon as possible.

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**11. Will there be any changes to your services if you resume operations?**

Our goal is to enhance our services and offerings. We will provide detailed information on what these may be, close to reopening date. Meanwhile please do check our website for any relevant updates.

**12. What will happen to my account with ELISA/ACT Biotechnologies during the closure?**

Your account will remain active, and all your information will be securely maintained.