SHIP YOUR PEPTIDE SAMPLE

Prepared and labeled correctly.

One unopened vial, its Sample ID on the label, and a box that keeps it safe.

This guide shows how to prepare and ship a sample to our lab in the Netherlands. Your shipping email has the address and any instructions for your sample. Those always come first.

BEFORE YOU SHIP Wait for your shipping email. After your payment is confirmed, we send your Sample IDs, the lab address and the instructions for your country. A payment confirmation alone is not a shipping instruction.

01
Order
Choose your compound and analyses in Test a sample, and pay.

02
Get your Sample IDs
They arrive by email and are in your Client Portal.

03
Label and pack
One Sample ID on each vial, packed in three layers.

04
Ship and add tracking
Add the carrier and tracking number in your Client Portal.

WHAT TO SEND

YOUR SAMPLE	WHAT TO SEND
Lyophilised powder	One complete, unopened vial or cartridge per sample. Keep it dry. Do not dissolve or reconstitute it.
Solution	One complete, unopened vial or cartridge per sample, with the original closure intact.
More vials, same batch	One separate, unopened vial for each vial on your order, all from the same batch. Up to 10 per sample.
Another form	Oil, tablet or raw powder: contact us before you order.

One vial covers every analysis you ordered for that sample. We weigh and dissolve it in the lab, so please send it exactly as you received it.

LABEL EVERY VIAL

The Sample ID goes on the vial

Write or stick the Nexora Sample ID on each vial, not only on the box. It is the first thing we check when your package arrives. Each vial then gets its own code, a photo and a seal check; the photo appears on your COA.

Keep names and other personal details off the vial.

PACK IN THREE LAYERS

Nothing moves, nothing breaks

1
Vial
Tightly closed.

2
Sealed bag
Absorbent material for solutions.

3
Rigid box
With padding around it.

Wrap glass vials one by one. Keep products and batches apart. Add a note with your order number and the number of vials. No needles or syringes; cartridges are fine.

SHIPPING FROM THE EU

Any tracked service

Use any tracked post or courier service, to the address in your shipping email. No customs papers are needed.

SHIPPING FROM OUTSIDE THE EU

Follow your shipping email exactly

- Use the courier and customs papers named in your email.
- Declare the real contents and value.
- **Never mark the parcel as a gift.**
- No postal service unless your email says so.

You remain responsible for the export rules of your own country.

TEMPERATURE

Ship at room temperature unless your shipping email says otherwise. Do not add ice packs or dry ice unless we ask for them. Keep the package out of heat, moisture and direct sunlight before you send it.

AFTER YOU SHIP

- **Tracking.** Add the carrier and tracking number in your Client Portal, one package at a time. For group testing, the organizer does this.
- **Arrival.** Please make sure your vials arrive within three months of receiving your Sample IDs.
- **Receipt.** "Delivered" by the carrier is not yet "received" by us. We confirm receipt after our intake check.
- **Problems.** If a label is missing, a vial is damaged or the contents do not match your order, we contact you before testing.
- **Lost in transit.** You can send one replacement for the same analyses at no extra testing cost.
- **Remaining material.** Vials are not returned. We keep what is left for at least seven days after your COA, then dispose of it.

WHAT WE CANNOT ACCEPT

- Powder that has been dissolved or reconstituted
- Needles, syringes or other sharps
- Loose material, or different products or batches in one container
- Human or animal biological specimens
- Parcels without a Nexora Sample ID
- Shipments from countries or parties under EU sanctions

BEFORE YOU CLOSE THE BOX

- [ ] Sample ID on every vial
- [ ] Vials wrapped, products and batches apart
- [ ] Sealed bag inside a rigid, padded box
- [ ] Note with order number and number of vials
- [ ] Shipping email followed for your country
- [ ] Tracking added in your Client Portal

QUESTIONS BEFORE YOU SHIP?

Email **contact@nexoralaboratories.net** with your order number, or see the FAQ at nexoralaboratories.net.