



## SHIPPING AND RETURNS POLICY – PACIFIC AMINOS

Last updated: April 2026

All products sold by Pacific Aminos are strictly intended for laboratory and research purposes only and are not for human or animal consumption, medical use, veterinary use, diagnostic purposes, or any form of bodily administration.

### 1. SHIPPING

- Orders are processed and shipped Monday through Friday (excluding holidays) within 1–3 business days of payment clearance, subject to order verification and stock availability.
- Shipping methods and costs are calculated at checkout based on order weight, destination, and selected carrier (e.g., USPS, UPS, FedEx). We offer standard, expedited, and overnight options where available.
- Free shipping may apply on qualifying orders (check current promotions).
- **\*\*Risk of loss and title pass to the buyer\*\*** once the package is handed over to the carrier. Pacific Aminos is not responsible for any packages that are lost, delayed, stolen, or damaged in transit by the carrier.
- Tracking numbers are provided via email once the order ships. It is the buyer's responsibility to monitor tracking and ensure a secure delivery location.
- International orders: Buyers are responsible for all customs duties, taxes, import fees, and compliance with local laws. Pacific Aminos is not liable for customs seizures, delays, or denials.
- Delivery estimates are not guaranteed. Carrier delays, weather, or high volume do not qualify for refunds, credits, or reshipments.

### 2. RETURNS, REFUNDS, AND EXCHANGES – ALL SALES FINAL

Due to the nature of our products as research chemicals (including peptides) — which are sensitive to contamination, temperature, handling, storage conditions, and sterility concerns — **\*\*ALL SALES ARE FINAL\*\***. We do not accept returns, exchanges, refunds, or cancellations for any reason once an order has been placed and processed.

### 3. LOST PACKAGES

Pacific Aminos is **\*\*not responsible\*\*** for lost packages. We do not offer refunds, replacements, reshipments, or credits for packages marked as lost, undelivered, or not received by the carrier.

Buyers may file a claim directly with the shipping carrier using the provided tracking number. Any resolution is solely between the buyer and the carrier.

### 4. DAMAGED, MISSING, OR INCORRECT ITEMS

In the rare event your order arrives damaged (e.g., broken vial, leaking), missing items, or incorrect:

- Contact us immediately at [support@pacificaminos.com] within **\*\*48 hours\*\*** of delivery with your order number and clear photos of the issue and packaging.
- We will review on a case-by-case basis and may, at our sole discretion, offer a replacement (if stock is available) or other resolution.
- Claims made after 48 hours or without proper documentation will not be considered.

#### 5. ORDER CANCELLATIONS

Orders cannot be canceled once processed and shipped. Pre-shipment cancellations may be considered only in very limited cases and at our discretion.

#### 6. LIABILITY LIMITATION

Pacific Aminos shall not be liable for any indirect, incidental, consequential, special, or punitive damages arising from shipping issues, lost packages, delays, or carrier problems. Buyer's sole remedy is as explicitly stated above.

By placing an order with Pacific Aminos, you acknowledge and agree to this policy in full, along with our Research Use Only Disclaimer and Research Use Agreement.

If you do not agree, do not place an order.

Contact: support@pacificaminos.com | Pacific Aminos – Strictly for Research Use Only