DUTCH PEPTIDE LABS

Terms and conditions

Version 2026-11-01

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Article 1 – Who we are

Dutch Peptide Labs
E-mail: store@dutchpeptidelabs.nl

Article 2 – Scope

1. These terms apply to every offer from Dutch Peptide Labs and to every contract concluded through dutchpeptidelabs.nl.
2. You can read and save these terms before you order. You receive them as a PDF with the shipping confirmation of your order.
3. Where these terms differ from mandatory consumer law, consumer law prevails. Nothing in these terms limits the rights you have as a consumer by law.

Article 3 – Research use only

1. All our products are intended exclusively for scientific research and laboratory use. They are not intended for human or animal consumption, for medical or therapeutic use, or for use as a dietary supplement.
2. By ordering you confirm that you are 18 or older and that you will use the products for research only.
3. You are responsible for complying with the laws and regulations that apply to these products in your country.

Article 4 – Offer and contract

1. Our offer is on the website, with price, contents and availability. Obvious mistakes or errors do not bind us.
2. The contract is concluded when you place your order and accept these terms. You receive a confirmation by e-mail straight away.
3. We may refuse or cancel an order for a valid reason, for example if the product is unavailable or if there are indications that it is not being bought for research. If you have already paid, we refund you within 14 days.

Article 5 – Prices and payment

1. All prices are in euros and include VAT. Shipping costs are shown before you check out.
2. You pay through your own bank (iDEAL / Pay-by-Bank) or with a payment request from bunq (Payment request (bunq)).

3. With a payment request from bunq you receive a payment link that is valid for 30 days. We ship your order once we have received your payment. If the link expires before you have paid, we send you a new one on request. If we haven't received your payment within the validity of the link, we may cancel the order.

Article 6 – Delivery

1. We deliver to the countries you can choose at checkout. Orders paid on a working day before 16:00 are shipped the same day. Usual delivery time is 1–3 working days within the Netherlands and 3–5 working days within the EU. These times are an indication.
2. If we cannot deliver within 30 days, you may cancel the contract free of charge, and we refund what you paid within 14 days.
3. The risk of loss or damage stays with us until you (or someone you designate) receive the parcel.

Article 7 – Right of withdrawal (cooling-off period)

1. You may withdraw from the contract within 14 days of receiving the product, without giving a reason.
2. **Exception: sealed products.** Our vials carry a tamper-evident seal. For reasons of health protection and hygiene they are not suitable for return once opened. If the seal has been broken after delivery, the right of withdrawal lapses for that product (article 6:230p under f of the Dutch Civil Code). For the unopened products in the same order, the right of withdrawal still applies.
3. To withdraw, tell us within the 14 days through the complaint and return form on our website, by e-mail to store@dutchpeptidelabs.nl, or with the model withdrawal form.
4. Then send the product back within 14 days, unopened, with the seal intact and in its original packaging. You pay the cost of returning it, and the return is at your risk; we recommend a shipping method with tracking.
5. We refund the full amount within 14 days of your withdrawal, including the standard shipping cost of the original delivery. We may wait until we have received the product back or you have shown that you sent it. We refund through the same payment method unless you agree to another.

Article 8 – Conformity: the product must be what we agreed

1. You are entitled to a product that conforms to the contract: that it is what we describe, in the stated quantity, and of the quality shown on the batch's certificate of analysis (CoA). This right applies even when the seal has been broken, and we cannot exclude or limit it.
2. If the product does not conform, we replace it free of charge. If replacement is not possible, does not succeed within a reasonable time, or you would rather not wait for it, we refund the purchase price. For a minor deviation we can, in consultation, also offer a partial refund.
3. To assess a complaint we may ask you for the order number, the batch number, photos and a description, and to send the product (or what is left of it) back with a return label we pay for, so that we can have it tested. If you have a report from an independent laboratory yourself, we will gladly take it into account.

4. Every batch has a certificate of analysis (CoA). On request we send you the certificate for your batch.

Article 9 – Complaints

1. You can report a complaint about your order through the complaint and return form on our website or by e-mail to store@dutchpeptidelabs.nl, with your order number.
2. Please report damaged, wrong or missing products as soon as possible, ideally within 48 hours of receipt, with photos of the packaging and the product. Report a quality complaint as soon as possible after you discover the problem. The sooner you report it, the better we can investigate; your rights do not lapse because of a late report, unless it harms our interests.
3. We confirm your report within 1 working day and reply in substance within 14 days. If we need more time, we tell you within those 14 days.
4. Please contact us before you dispute a payment with your bank or payment provider. We would rather solve it together.

Article 10 – Liability

1. Our liability for damage is limited to the amount you paid for the product concerned.
2. This limit does not apply if the damage was caused by intent or deliberate recklessness on our part, nor to personal injury. Your rights when a product does not conform to the contract (article 8) always remain in full.
3. We are not liable for damage caused by using a product contrary to article 3, for example by human or animal consumption.

Article 11 – Privacy

We use your data as described in our privacy policy.

Article 12 – Changes

We may change these terms. Your order remains subject to the version that applied when you ordered; that version is sent with your shipping confirmation.

Article 13 – Applicable law and disputes

1. These terms and every contract are governed by Dutch law. If you live in another country, you keep the protection of the mandatory consumer-law rules of that country.
2. If we cannot resolve a dispute together, you can bring it before the competent court.