

DomeLife Laboratory

Terms of Service

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Terms of Service

Welcome to the testing services provided by DomeLife Laboratory (hereinafter referred to as "the Laboratory"). These Terms of Service (hereinafter referred to as "these Terms") constitute the agreement between you and the Laboratory regarding the use of the Laboratory's testing services. Please read these Terms in their entirety before using the services.

By submitting an order or using the services, you acknowledge that you have read, understood, and agreed to be bound by all provisions of these Terms. If you do not agree with any provision of these Terms, please cease using the services.

1. Service Overview

1.1 Scope of Services

The Laboratory provides professional laboratory testing services to clients, including but not limited to:

Peptide substance content and purity testing

Small molecule drug component analysis

Water quality testing

Other chemical analysis services for scientific research and industrial applications

1.2 Nature of Services

The testing services provided by the Laboratory are intended solely for scientific research, quality control, product development, and other legitimate industrial and academic purposes. The services do not constitute medical diagnosis, treatment advice, or medication guidance.

The Laboratory does not provide any medical diagnosis, treatment, or medication advice. Test results are for scientific research and industrial reference only and shall not be used for human medication decisions.

1.3 Limitation of Service Scope

The Laboratory is solely responsible for the specific samples submitted by the client and makes no representations or warranties regarding the quality, safety, or legality of the batch, brand, manufacturer, or other related products represented by the samples.

2. Client Onboarding and Review

2.1 Client Review System

To ensure service compliance, the Laboratory implements a client onboarding review system for all clients applying for services. Clients shall provide true, accurate, and complete identity information and qualification documents prior to placing an order. The review includes, but is not limited to:

- Client identity verification (business license or personal identification)
- Business background and testing purpose review
- Preliminary assessment of sample source legality
- Other necessary compliance background checks

2.2 Grounds for Refusal of Service

The Laboratory reserves the right to refuse or immediately terminate services without any liability for breach of contract under the following circumstances:

- The client provides false identity information or qualification documents
- The testing purpose is suspected of being illegal or contrary to public order and good morals
- The sample source cannot be proven lawful
- The client has a record of violating these Terms or relevant laws and regulations
- The client's conduct may adversely affect the Laboratory's reputation, safety, or normal operations
- Other circumstances where the Laboratory determines that compliance risks exist

For clients whose services have been refused, the Laboratory is not obligated to provide reasons for refusal, unless otherwise required by laws and regulations.

3. Account Management

3.1 Account Registration

You may need to register an account before using the services. You shall provide true, accurate, and complete registration information and promptly update such information when changes occur.

3.2 Account Security

You shall properly safeguard your account login credentials and password, and shall be responsible for all activities conducted using your account. If you discover any unauthorized use of your account, please notify the Laboratory immediately.

4. Orders and Payment

4.1 Order Confirmation

After you submit a testing order through the website or other channels, the Laboratory will review the order. The order becomes effective upon confirmation by the Laboratory. The Laboratory reserves the right to reject orders based on compliance review, technical feasibility, or other reasonable grounds.

4.2 Service Fees

Service fees are based on the prices confirmed at the time of order confirmation. The Laboratory reserves the right to adjust service prices at any time, provided that price adjustments do not affect already confirmed orders.

4.3 Payment Methods

The Laboratory supports multiple payment methods, including bank transfers and cryptocurrency payments. The available payment methods are displayed on the order page. Clients shall complete payment within the agreed timeframe after order confirmation.

4.4 Refund Policy

Full refund available if the client requests cancellation before sample testing commences

If cancellation is requested during testing, a partial refund will be issued after deducting fees for completed work

No refunds are available after testing is completed

Full refund if the Laboratory is unable to complete testing due to its own reasons

5. Sample Review and Management

5.1 Sample Review

Upon receiving samples, the Laboratory conducts a pre-acceptance review, which includes:

- Confirmation of sample packaging integrity and transportation conditions
- Verification of consistency between sample information and order information
- Assessment of sample condition and applicability to testing methods
- Confirmation that sample quantity meets testing requirements

If samples exhibit packaging damage, information discrepancies, insufficient quantity, abnormal condition, or other circumstances that do not meet testing requirements, the Laboratory will promptly notify the client and reserves the right to suspend testing, request re-shipment of samples, or cancel the order. Any additional costs arising therefrom shall be borne by the client.

5.2 Sample Shipping

Clients shall properly package and ship samples in accordance with the shipping guidelines provided by the Laboratory. The costs and risks of sample shipping are borne by the client. The Laboratory will register samples upon receipt and notify the client.

5.3 Sample Storage and Disposal

The Laboratory will properly store samples under appropriate storage conditions. After testing is completed, remaining samples will be handled in accordance with the Laboratory's sample disposal policy, including retention for a specified period followed by destruction. If return of remaining samples is required, please indicate so at the time of order placement; related costs shall be borne by the client.

5.4 Proof of Lawful Source

Clients shall ensure that submitted samples are from lawful sources and may be required to provide the following supporting documents upon request by the Laboratory:

- Sample purchase receipts or invoices
- Manufacturer qualification certificates
- Brand authorization or distribution authorization documents
- Customs declaration documents and inspection and quarantine certificates for imported samples
- Other documents capable of proving the lawful source of samples

If the client is unable to provide proof of lawful source, the Laboratory reserves the right to refuse to accept samples or terminate testing services, and fees already collected shall not be refunded.

6. Test Reports

6.1 Report Issuance

Upon completion of testing, the Laboratory will issue a test report (Certificate of Analysis, "COA"). The report will include testing items, testing methods, test results, and other information. Reports are delivered electronically via the website or email; hard copies require a separate request and additional fees.

6.2 Testing Turnaround Time

Testing turnaround time varies depending on the testing items and sample type. Estimated turnaround times are for reference only, and the Laboratory does not guarantee completion within a specific timeframe. The Laboratory will promptly notify the client of any delays caused by exceptional circumstances.

6.3 Report Verification

Each test report is accompanied by a unique verification number. Third parties may verify the authenticity of the report by entering the verification number on the Laboratory's website. The Laboratory is only responsible for reports verified through the official verification system.

6.4 Restrictions on Report Use

The use of test reports is subject to the following restrictions:

- Applicable only to the specific samples identified in the report; may not be extended to other samples or batches

- May not be used for drug registration, quality release, marketing authorization, or other statutory purposes

- May not serve as proof of safety for human use or therapeutic efficacy

- May not be used for misleading promotional or false statements

- May not be used for advertising, promotion, or other commercial marketing purposes without the Laboratory's prior written consent

- Clients may not alter, forge, or use altered test reports

This report applies solely to the specific sample actually received and tested by the laboratory. It does not represent the client, manufacturer, brand, batch, or any other product. The laboratory did not participate in the sampling process and cannot confirm whether the sample is representative of the batch. Test results do not constitute proof of drug registration, quality release, marketing authorization, sales legality, human use safety, or therapeutic efficacy.

7. Compliance Management

7.1 Compliance Record Retention

The Laboratory maintains a comprehensive compliance record management system, recording and properly preserving the following information:

- Client identity and qualification review records
- Order information and testing purpose declarations
- Full-process records of sample receipt, storage, testing, and disposal
- Original testing data and report issuance records
- Exception handling and risk assessment records

The retention period for the above records complies with applicable laws and regulations. The Laboratory may provide relevant records as required by law or during regulatory investigations.

7.2 Business Separation Policy

The Laboratory strictly enforces the separation between testing operations and peptide sales operations, ensuring that both businesses operate independently:

Personnel separation: Testing personnel and sales personnel belong to different departments with no cross-appointment

Facility separation: Testing laboratories and sales offices are physically separated

Data separation: Testing data and sales data are stored separately and managed independently

Financial separation: Both businesses maintain independent accounting and financial separation

Decision-making separation: Testing operations function independently without interference from sales operations

Testing operations issue objective and independent test reports based solely on client-submitted samples and agreed testing standards, and do not participate in any form of product recommendation or sales activities.

8. Confidentiality Obligations

8.1 Confidential Information

The Laboratory maintains a confidentiality obligation regarding client trade secrets, technical information, and other non-public information obtained during the provision of services. Such information shall not be disclosed to any third party without the client's consent, unless otherwise required by laws and regulations.

8.2 Duration of Confidentiality

The confidentiality obligation remains in effect after the termination of these Terms until the relevant information enters the public domain.

9. Intellectual Property

9.1 Laboratory Intellectual Property

All intellectual property rights related to the website and the services provided by the Laboratory (including but not limited to trademarks, patents, copyrights, and trade secrets) are owned by the Laboratory. No use of such intellectual property is permitted without the Laboratory's prior written permission.

9.2 Test Report Intellectual Property

The copyright of test reports is owned by the Laboratory. Clients may use test reports for their own legitimate purposes but may not reproduce, distribute, or use them for commercial purposes without authorization.

10. Disclaimer

This report applies solely to the specific sample actually received and tested by the laboratory. It does not represent the client, manufacturer, brand, batch, or any other product. The laboratory did not participate in the sampling process and cannot confirm whether the sample is representative of the batch. Test results do not constitute proof of drug registration, quality release, marketing authorization, sales legality, human use safety, or therapeutic efficacy.

10.1 Limitations of Test Results

Test results reflect only the condition of the submitted sample at the time of testing. Results are influenced by testing methods, instrument precision, environmental conditions, and other factors, and are subject to a certain margin of error. The Laboratory does not guarantee the absolute accuracy of test results.

10.2 Third-Party Actions

The Laboratory is not liable for sample delays, damage, or loss caused by courier companies, customs, or other third parties, but will assist clients in communication and resolution.

10.3 Force Majeure

The Laboratory is not liable for breach of contract due to force majeure (including but not limited to natural disasters, war, government actions, epidemics, equipment failures, etc.), but shall promptly notify clients and take reasonable measures to mitigate losses.

11. Limitation of Liability

To the maximum extent permitted by law, the Laboratory is not liable for any indirect, incidental, special,

punitive, or consequential damages. The Laboratory's total liability shall not exceed the total fees paid by the client for the relevant testing services.

12. User Conduct

You commit to the following conduct when using the services:

- Complying with all applicable laws and regulations
- Not using the services for any illegal activities or activities that infringe on the rights of others
- Not submitting samples containing illegal substances or hazardous materials
- Not interfering with or disrupting the normal operation of the website and laboratory systems
- Not falsifying identity or providing false information
- Not using test results for any activities that endanger public safety or public health

13. Service Changes and Termination

13.1 Service Changes

The Laboratory reserves the right to modify, suspend, or terminate part or all of the services at any time. In the event of material changes to the services, the Laboratory will notify clients through website announcements or other reasonable means.

13.2 Service Termination

If the client violates these Terms, the Laboratory may immediately terminate services without refund. In serious cases, the Laboratory reserves the right to pursue legal remedies.

14. Notices and Delivery

The Laboratory may deliver notices to clients via website announcements, email, text messages, or other methods. Notices sent electronically are deemed delivered upon successful transmission.

15. Governing Law and Dispute Resolution

15.1 Governing Law

These Terms are governed by and construed in accordance with the laws of the People's Republic of China (excluding conflict of law rules).

15.2 Dispute Resolution

Any dispute arising from or relating to these Terms shall first be resolved through amicable negotiation. If negotiation fails, either party may bring a lawsuit before a people's court with jurisdiction in the location of the Laboratory.

16. Miscellaneous

16.1 Amendment of Terms

The Laboratory reserves the right to amend these Terms as needed. Amended terms will be published on the website, and continued use of the services constitutes acceptance of the amended terms.

16.2 Severability

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

16.3 Contact Information

If you have any questions about these Terms, please contact us through the following:

Official Website: <https://domelifeanalytics.com/>

Email: domelife.tech@gmail.com