

Terms & Conditions

Effective date: 16 October 2026

Terms for ordering research products from NuroLabs Research. Read them with the product information and linked policies before ordering.

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01 About us and your purchase

- 1.1 **Seller.** NuroLabs Research is the trading name of TRILORA LTD, registered in England and Wales, company number 16578858. Registered office: 167-169 Great Portland Street, 5th Floor, London, W1W 5PF, United Kingdom. VAT registration: GB 530 5165 21, effective 16 October 2026.
- 1.2 **Contact.** General enquiries and complaints: info@nurolabsresearch.com. Returns and cancellations: return@nurolabsresearch.com. The registered office accepts correspondence, including cancellation notices, but is not our parcel-return address. Request return instructions before sending a parcel.
- 1.3 **Contract documents.** These terms apply to website orders together with the product description, agreed specification, checkout information, [Shipping Policy](#) and [Refund and Returns Policy](#) supplied when you order. A separately agreed written supply contract takes priority where it expressly changes these terms. The [Privacy and Cookies Policy](#) explains personal-data handling.
- 1.4 **Business and individual purchasers.** We supply products for lawful laboratory and analytical research, including purchases by companies, universities, colleges and independent researchers. You must accurately state the capacity in which you buy and your intended use. Business-specific provisions apply where you purchase wholly or mainly for your trade, business, craft or profession. Individual purchasers must meet the same research-use and eligibility conditions; a research-use declaration alone does not change their legal status.

02 Research use and purchase eligibility

- 2.1 **Permitted purpose.** Our research compounds are supplied for lawful laboratory and analytical research only. They must not be used for human or animal administration, self-experimentation, diagnosis, treatment, disease prevention, or as food or supplements. Accessories must be used only for their stated lawful purpose.
- 2.2 **Your competence and facilities.** You must be at least 18, satisfy any higher local age requirement, and have the knowledge, supervision, facilities and authorisations required for safe research work. If buying for an organisation, you must have authority to place the order for it. Provide accurate information when we request reasonable eligibility or intended-use checks.
- 2.3 **Prohibited-use enquiries.** We do not provide human dosing, injection, treatment or self-administration advice. We may refuse an order where enquiries, declarations or other evidence give us reasonable grounds to believe the products are intended for a prohibited use. This includes requests for human dosage instructions or advice about personal administration.
- 2.4 **Future purchase restrictions.** Where we identify a credible prohibited-use risk, we may restrict the associated customer account and email address from placing future orders. Do not evade a restriction by using another account, email address or purchaser. These restrictions are based on intended use and conduct, not simply on buying as an individual. Payments for orders refused before acceptance will be returned.
- 2.5 **Resale and onward supply.** You must verify that any resale or onward supply is lawful, preserve required labels and safety information, and avoid misleading claims or prohibited uses. Do not describe research products as approved treatments or supply them in breach of sanctions, export controls or destination restrictions.

03 Product information and handling

- 3.1 **Check the specification.** Before ordering, check the product identity, quantity, form, batch information and relevant specification. You are responsible for assessing suitability for your proposed lawful research method. Ask us to resolve missing or inconsistent information before purchase. No particular experimental result is guaranteed unless it forms part of the agreed specification.
- 3.2 **Certificates and scientific references.** A certificate of analysis relates to the sample or batch, methods and tests stated in that report. Check its relevance to your product. A purity figure does not establish sterility, clinical suitability or regulatory approval. Articles and scientific references may concern different materials or experimental conditions and do not extend the permitted uses of our products.
- 3.3 **Storage, handling and disposal.** After delivery, follow product-specific research documentation, safety data and storage, handling and disposal instructions. Carry out appropriate risk assessments and use competent supervision and suitable facilities. Keep research materials secure and prevent contamination, unauthorised access and inappropriate use.

- 3.4 **Temperature and preparation.** Follow the validated product-specific protocol. Unless it directs otherwise, allow a cold, unopened lyophilised vial to reach ambient temperature while sealed before opening; do not apply direct heat. Use only a compatible diluent specified by the protocol. Matching temperatures does not by itself establish dissolution, stability or sterility. Do not assume that water or bacteriostatic water is suitable for every compound.

04 Orders, payment and availability

- 4.1 **Check your order.** You are responsible for checking the products, quantities, delivery address, contact information and final total before submitting your order. Use the correct payment reference and comply with the payment instructions shown at checkout.
- 4.2 **Acceptance.** Your order is an offer to buy. An acknowledgement confirms receipt only. We accept the order by sending a dispatch confirmation unless we expressly accept it earlier in writing. We may decline an order before acceptance for stock, payment, eligibility, fraud, safety, legal or delivery reasons.
- 4.3 **Prices and payment.** Prices are shown in pounds sterling and include applicable VAT for consumer purchases. Checkout displays delivery charges and other amounts we collect. Available payment methods are those shown for your order. Payment-provider conversion and bank charges are separate. Dispatch is subject to cleared payment and relevant checks.
- 4.4 **Errors and changes.** If we identify a material price or description error before acceptance, we may offer the corrected order or cancel the affected order and return the payment. Changes to an accepted order require agreement or a lawful contractual basis. An unsupported destination appearing in an address form does not guarantee acceptance.
- 4.5 **Safety and legal holds.** We may hold dispatch while proportionate eligibility, payment, export or safety checks are completed. If new information prevents lawful fulfilment after acceptance, we will contact you about the affected order and account for payments and any properly incurred charges in accordance with the contract and law.

05 Delivery and international responsibilities

- 5.1 **Services and estimates.** Our [Shipping Policy](#) states services, dispatch cut-offs, delivery estimates and excluded destinations. UK standard delivery is free: Second Class below a qualifying goods total of £20 and Tracked 48 at £20 or more. Tracked 24 is an optional paid upgrade. The threshold uses the goods total after discounts, including applicable VAT and excluding delivery. Delivery aims are estimates unless a guaranteed service or essential deadline is agreed.
- 5.2 **Your delivery arrangements.** Provide an accurate address, a reachable contact and a lawful recipient able to receive and store the goods appropriately. Respond promptly to carrier or customs requests. Where your incorrect details, refusal or failure to complete your import requirements causes additional delivery, return or storage costs, we may recover reasonable, evidenced costs where the contract and law permit, without double charging.

- 5.3 Destination legality.** Buying from a UK website does not mean a product is legal in your country. Before ordering, you must check the rules for the specific product, quantity and intended use in every relevant destination and obtain the permits, registrations and authorisations required of you. Check purchase, import, possession, storage, use and onward-supply restrictions with the local customs authority or regulator where needed. We do not warrant that a product may be imported or used in every country.
- 5.4 Importer responsibilities.** Unless the agreed checkout arrangements state otherwise, you must arrange lawful import clearance and act as importer where local rules permit, or appoint an eligible importer or representative. Pay destination duties, import taxes and clearance charges allocated to you and disclosed before purchase. Provide accurate end-use, recipient and customs information. Do not request false values, gift declarations or misleading descriptions.
- 5.5 Restricted destinations and customs action.** Do not use forwarding arrangements to bypass our excluded destinations, sanctions or product restrictions. If customs detains, returns, seizes or destroys a shipment because you failed to meet an obligation allocated to you, you bear the resulting loss and reasonable evidenced costs to the extent lawfully attributable to that failure. We do not promise clearance or a replacement in those circumstances. This does not shift our own export or supply obligations to you.
- 5.6 Delivery and risk.** Ownership passes once full payment is received. For consumer orders, risk passes when you or your nominated recipient takes physical possession, subject to the separate legal rule for a carrier independently commissioned by you. For business orders, risk passes on delivery to the agreed address or collection by your nominated carrier. Report missing or damaged deliveries promptly and retain relevant packaging and tracking information.
- 5.7 Disruption.** Events outside our reasonable control may delay fulfilment. We will notify you of a material interruption and take reasonable steps to resume performance. Any exclusion of liability for disruption is subject to section 10; it does not automatically make every lost parcel or undelivered order your loss. Current Royal Mail aims and official service-update links are in our [Shipping Policy](#).

06 Cancellations, returns and product issues

- 6.1 How to contact us.** Email return@nurolabsresearch.com with your order number and the items concerned. The [Refund and Returns Policy](#) sets out the applicable process, return address arrangements, postage and refund timing. Stop using a product you reasonably suspect is faulty and retain relevant batch details and packaging.
- 6.2 Voluntary return offer.** Where the standard cancellation option does not apply, contact us within seven calendar days after delivery with a reason and clear photos of the item, packaging and seals. Obtain written approval before posting and send the goods within seven calendar days of that approval. This is an additional contractual offer subject to the conditions below and our [Refund and Returns Policy](#).

- 6.3 Condition and postage for voluntary returns.** Consumables must be unopened in their original sealed containers. Durable items must be unused, complete and undamaged. Individually sealed accessories must retain the relevant individual seals, as specified in the policy. You pay return postage. Actual outward postage disclosed before purchase may be deducted, but an amount already retained or charged is not charged again.
- 6.4 Eligible consumer cancellation.** For eligible online consumer purchases, notify us within 14 days after delivery that you wish to cancel and return the goods within the following 14 days. A reason, photos and prior approval are not conditions of this cancellation process. Product-specific exceptions, any permitted handling deductions, standard-delivery refunds and return-postage responsibilities are explained in the [Refund and Returns Policy](#). The optional cancellation form is available on our website.
- 6.5 Faulty, incorrect or misdescribed goods.** Report the issue promptly and provide information reasonably needed to investigate it. Genuine faults and incorrect supply are assessed separately from change-of-mind returns; the voluntary approval conditions do not replace applicable remedies. Do not submit fabricated evidence. A business purchase has no automatic consumer cooling-off period, but applicable contractual and statutory remedies still apply.

07 Accounts, restrictions and fair use

- 7.1 Accurate information.** Keep your account and order details accurate, secure your credentials and report suspected unauthorised access. Do not impersonate another purchaser, interfere with security, evade restrictions or abuse payment, returns or referral systems.
- 7.2 Enforcement.** We may investigate credible misuse, fraud or prohibited-use concerns and restrict future orders or account access on reasonable grounds. We may consider correspondence about intended use, order information and evidence supplied. A legitimate complaint or return does not by itself establish abuse.
- 7.3 Restriction records.** We may keep a limited record of an email address, relevant account details and the reason for a purchase restriction to enforce it and prevent evasion. Records must be handled under applicable data-protection law and the [Privacy and Cookies Policy](#), kept accurate and retained only for an appropriate period. Contact info@nurolabsresearch.com if you believe a restriction is based on incorrect information.

08 Website information and communications

- 8.1 General information.** Website articles, social posts and automated replies provide general information. They are not medical or veterinary advice, dosing instructions or permission for prohibited use. Ask customer service to clarify an order-specific answer; an automated reply does not override an agreed product specification or legal requirement.
- 8.2 Website use.** Do not copy protected material beyond lawful permissions, introduce malicious code, scrape restricted personal data or interfere with the website. We may maintain, correct or temporarily suspend website features. This does not alter an existing order merely because website content changes.

- 8.3 **Personal information.** Provide only the information needed for your enquiry. Do not send passwords, full payment-card details or unnecessary sensitive information. Personal-data use is governed by applicable law and the [Privacy and Cookies Policy](#); acceptance of these terms is not a general consent to unrelated data uses.

09 Affiliates, independent opinions and content

- 9.1 **Separate businesses.** Participation in our affiliate programme does not by itself create employment, a partnership, joint venture or authority to act as our agent. An affiliate cannot bind TRILORA LTD, change an order, extend a warranty or authorise a prohibited use unless we expressly grant that authority in writing.
- 9.2 **Independent statements.** Unaffiliated reviews, discussions and opinions are those of their authors. Statements we have not commissioned, authorised or adopted are not our promises or product specifications. Neither a referral code nor an affiliate relationship authorises personal-use advice or claims outside approved product information.
- 9.3 **Affiliate conduct.** Affiliates must comply with their separately accepted programme agreement, use accurate and substantiated claims, disclose paid relationships and avoid unauthorised medical, safety, regulatory-approval or performance claims. Fake reviews, disguised advertising and promotion of prohibited uses are not authorised.
- 9.4 **Action on breaches.** We may require corrections or removal and suspend or end affiliate participation under the programme agreement. Claims for losses caused by an affiliate breach are governed by that agreement. These customer terms do not impose new obligations on an affiliate who has not agreed to them.
- 9.5 **Content rights and legal limits.** Website material belongs to us or our licensors. Keep copies needed for your order or other lawful use; further reuse requires permission unless a legal exception applies. Third-party disclaimers do not exclude responsibilities imposed by law for our own advertising or affiliate promotions.

10 Liability and customer responsibility

- 10.1 **Misuse and inappropriate use.** You are responsible for lawful use after delivery, appropriate risk assessments, competent supervision and suitable facilities. Use research compounds only for their stated lawful laboratory purposes and follow product-specific research documentation and storage, handling and disposal instructions. We are not responsible for loss caused solely by your misuse, improper storage or handling, contamination introduced after delivery, unauthorised modification or failure to follow those instructions, where we have not caused or contributed to that loss.
- 10.2 **Independent claims and outcomes.** We do not guarantee results reported by independent reviewers or experiments outside an agreed specification. We are not responsible for loss arising solely from independent content we did not commission, authorise or adopt, where no legal responsibility for it rests with us. Our agreement includes the product description, specification and binding information supplied for your order.

- 10.3 **Business purchases.** For genuine business orders, to the extent lawful and reasonable, we exclude indirect or consequential losses and loss of profit, revenue, business opportunity or anticipated savings arising from the order. This exclusion does not apply to consumer orders. Any additional financial cap must be expressly agreed before the order and satisfy applicable law.
- 10.4 **Business buyer breach.** A business buyer must reimburse reasonable, evidenced losses and third-party claim costs directly caused by its unlawful resale, prohibited use or materially false import or eligibility information. This applies only to the extent caused by that breach, excludes losses caused by our own breach or negligence, and requires reasonable steps to reduce the loss. We will notify the buyer promptly and allow reasonable participation in the response; no settlement may impose obligations on it without its consent, not to be unreasonably withheld. This clause does not apply to consumers.

11 Complaints, governing law and updates

- 11.1 **Complaints.** Send complaints to info@nurolabsresearch.com with your order number and a brief description of the issue. We will investigate and explain our response.
- 11.2 **Governing law.** These terms are governed by the law of England and Wales. For business-to-business transactions, the courts of England and Wales have exclusive jurisdiction unless a separate written agreement states otherwise. Mandatory consumer protections and jurisdiction rules apply where relevant.
- 11.3 **Future versions.** Updated terms apply to orders placed after the new version takes effect. The version supplied when an order was placed remains applicable to that order. If a provision is unenforceable, the remaining provisions continue so far as lawful.

RELATED POLICIES

[Shipping Policy](#)

[Refund and Returns Policy](#)

[Privacy and Cookies Policy](#)