

GENYX – Frequently Asked Questions

Laboratory Research Company

This FAQ section is provided for general informational purposes regarding GENYX products, services, shipping, quality systems, and account management. GENYX products are supplied strictly for lawful laboratory and scientific research purposes only.

General

What is GENYX?

GENYX is a laboratory research company focused on providing premium research compounds supported by strict quality-control standards, batch verification systems, and third-party analytical testing.

What are research peptides?

Research peptides are compounds commonly used in scientific, laboratory, analytical, and research environments. GENYX products are supplied strictly for lawful laboratory and scientific research purposes only.

Are GENYX products intended for human or veterinary use?

No. GENYX products are not intended for human consumption, medical use, diagnosis, treatment, veterinary use, or recreational use.

Are your products tested?

Yes. GENYX products undergo analytical testing and quality-control procedures to verify identity, purity, and consistency.

Do you provide Certificates of Analysis (COAs)?

Yes. COA documentation is available for batches through our verification system where applicable.

Are your products third-party tested?

Yes. Selected products and batches undergo independent third-party laboratory analysis for additional quality verification.

Can I verify my batch?

Yes. GENYX supports batch verification through QR-based verification systems and manual batch lookup tools available on the website.

What information is included in batch verification?

Verification may include batch identification, purity information, analytical testing data, COA documentation, and third-party laboratory information.

Where are GENYX products manufactured?

GENYX works with manufacturing partners operating under strict quality-control standards, including GMP-compliant and ISO-certified environments where applicable.

Orders & Payments

What payment methods do you accept?

GENYX accepts credit and debit cards, Stripe, PayPal, cryptocurrency payment options, and additional approved payment providers.

When is my order confirmed?

Orders are only confirmed after successful payment processing and order review.

Can I cancel or modify my order?

Orders may usually be modified or cancelled within 24 hours of purchase, provided processing or shipment has not yet begun.

I entered the wrong shipping address. What should I do?

Please contact support@genyx-labs.com as soon as possible. Address changes may be possible before shipment processing is completed.

Will I receive an order confirmation?

Yes. An order confirmation email is automatically sent after successful checkout.

Can I track my order?

Yes. Tracking information is provided both by email and within your GENYX account dashboard once your order has been dispatched.

How long does order processing take?

Most orders are processed within 1–3 business days.

Can I place wholesale or bulk orders?

Yes. GENYX supports wholesale, reseller, and larger-volume inquiries depending on product availability.

Shipping

Do you ship internationally?

Yes. GENYX currently ships worldwide where legally permitted.

What are your estimated shipping times?

Europe: Standard Parcel Post approximately 10–20 working days. Express Shipping approximately 1–3 working days. International: Standard Shipping approximately 10–20 working days. Express Shipping approximately 2–4 working days.

Are products packaged for transport stability?

Yes. Products are packaged to help maintain product stability during transport and handling.

What if tracking stops updating?

Shipping updates may occasionally pause while parcels are in transit, customs processing, or carrier transfer stages.

What happens if customs delays my package?

Customs procedures vary by country and are outside GENYX control. Customers are responsible for ensuring compliance with local import laws and regulations.

Does GENYX guarantee customs clearance?

No. GENYX cannot guarantee customs clearance, import approval, or local regulatory acceptance.

Accounts

Can I create a GENYX account?

Yes. Customers may create an account to manage orders and track shipments.

How do I reset my password?

Click 'Forgot Password' on the login page and enter your email address or username. A password reset link will be sent to your registered email address.

Can I view my order history?

Yes. Previous orders can be viewed within your GENYX account dashboard.

Returns & Support

What is your returns policy?

Due to the nature of laboratory research products, returns may be restricted once products have been processed or shipped.

What should I do if my order arrives damaged or incorrect?

Contact support@genyx-labs.com within 72 hours of delivery and include your order number, photographs of packaging, photographs of products received, and a description of the issue.

How can I contact GENYX support?

Email: support@genyx-labs.com | Website: www.genyx-labs.com

Is there an age requirement to place an order?

Yes. Customers must be at least 18 years old to place orders through GENYX.