

Service Disclaimer, Guidelines and Policies

1. Our Role as a Partner Marketing Platform

LabNexus is a dedicated partner marketing platform that collaborates with highly reputable laboratories to provide top-tier laboratory services to researchers. While LabNexus facilitates the submission of samples and coordinates the necessary testing, please be aware that all processes and experiments are conducted at our partner laboratories. These laboratories are carefully selected by LabNexus for their rigorous adherence to protocols and regular maintenance of equipment to ensure the highest standards of safety and consistency.

2. Research-Only Services

LabNexus provides laboratory services exclusively for research purposes. We do not offer testing or experiments intended for diagnostic purposes. It is essential that the purpose of your project is clearly declared and clarified both when obtaining a quote and when submitting your request forms. This ensures that our services are aligned with your research needs and comply with operational standards.

3. Sample Requirements

We accept both human and animal samples for research analysis. However, please note that LabNexus does not handle samples that are contaminated with infectious agents. This policy is in place to maintain the safety of our partner laboratories and ensure the integrity of the research processes.

- Fresh tissues should be brought fixed in 70% alcohol, preferably stored at 4 oC until shipment to avoid freezing (except for cryostat [frozen] sample requests).
- Use leak-proof containers for transport, and each sample tube/container must be labeled with sample ID.
- Samples can be shipped or dropped in-person. Our address is in London and will be provided upon request.
- Courier & Shipping must be for UK deliveries; we recommend DHL Express, UPS, FedEx with same day - 48h service max.
- Please ensure you have put in a request and included the provided request form including your list of samples in the container.

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- We accept both human and animal samples for analysis. However, please note that LabNexus does not handle samples that are contaminated with bacterial or viral agents.
- Human samples must come with all required Ethics Approval documents/certifications as well as completed Risk Assessments. These can be sent digitally before shipping of samples, but please include copies in the containers.

4. Limitation of Liability

- **Sample Handling:** LabNexus and its partner laboratories are not responsible for the loss, damage, or degradation of samples during transit or while in our custody due to factors beyond our control, such as shipping errors, delays, or environmental conditions.
- **Results and Interpretation:** LabNexus does not guarantee specific outcomes or results from the laboratory services provided. The interpretation of results is the sole responsibility of the client, and LabNexus is not liable for any decisions or actions taken based on those results.
- **Indirect Damages:** LabNexus shall not be liable for any indirect, incidental, or consequential damages arising from the use of our services, including but not limited to loss of data, profits, or business opportunities.

5. Intellectual Property

- **Ownership of Results:** The data and results generated from the laboratory services are the intellectual property of the client, unless otherwise agreed in writing. LabNexus and its partner laboratories do not claim ownership of the research outcomes.
- **Confidentiality:** LabNexus and its partner laboratories maintain strict confidentiality regarding all client information, samples, and results. No data will be shared with third parties without the express written consent of the client, except as required by law.

6. Compliance with Regulations

- **Ethical Compliance:** Clients are responsible for ensuring that their projects comply with all relevant ethical guidelines, including obtaining necessary approvals from Institutional Review Boards (IRBs) or Ethics Committees where applicable.
- **Regulatory Compliance:** LabNexus and its partner laboratories operate in compliance with applicable laws and regulations. However, clients are responsible for ensuring

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that their use of our services complies with local, national, and international laws and regulations relevant to their research.

7. Payment Terms and Conditions

- **Quotes and Payments:** All quotes provided by LabNexus are estimates based on the information provided by the client. Final costs may vary. Payment terms, including deadlines and accepted payment methods, will be outlined in the service agreement.
- **Service Cancellation:** Clients may cancel their orders before work begins. However, any costs incurred up to the point of cancellation will be billed to the client. No refunds will be provided for services already rendered.

8. Service Availability and Changes

- **Availability:** LabNexus reserves the right to modify, suspend, or discontinue any services at any time without notice. We are not liable for any disruptions caused by changes in the availability of services.
- **Changes to Terms:** LabNexus may update these terms and conditions from time to time. Clients will be notified of significant changes, and continued use of our services constitutes acceptance of the updated terms.

9. Jurisdiction and Governing Law

Any disputes arising from the use of LabNexus services shall be governed by and construed in accordance with the laws of the United Kingdom, and the courts of UK shall have exclusive jurisdiction over any such disputes.

10. User Responsibility

Clients are responsible for providing accurate and complete information when submitting samples and forms. LabNexus is not responsible for errors or issues arising from incorrect or incomplete information provided by the client.