Shipping, Receipt and Storage Guide

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1. Dispatch

Orders are dispatched after a request has been reviewed and accepted under the Research Use Only Statement (FLK-DOC-001). A tracking number is sent by email when the order leaves FLASK. Delivery timeframes are carrier estimates and are not guaranteed. Risk in the materials passes to the requester on dispatch.

2. Conditions in transit

Materials are supplied as lyophilized powder in sealed vials. A dry, sealed lyophilized peptide tolerates ambient temperature for the duration of ordinary transit, and published stability guidance supports ambient shipping for lyophilized solids. Cold-chain shipping is not required and is not offered. Parcels are labeled as required for the shipment of laboratory materials; FLASK does not offer unlabeled or misdescribed shipping.

3. Checks on receipt

Check	Expected	If not
Vial and seal	Intact vial, intact cap seal	Report within 7 days with photographs
Lyophilized cake	A solid plug or powder sitting where it was filled; not collapsed, shrunken or liquefied	Report within 7 days with photographs
Lot number	Matches the batch record and, where published, the laboratory report	Do not rely on the record; contact FLASK
Material	Matches the material ordered	Report within 7 days

Replacement or refund applies where the material delivered does not match the material ordered, the vial or cake is visibly compromised on arrival, or the lot fails the specification published for it. Reports are made within 7 days of delivery with the order number, the lot number and photographs where the issue is visible. Dispatched materials are not otherwise accepted for return; see Returns & Refunds at flaskpeptide.com/returns/.

4. Storage of the sealed vial

Factor	Practice	Reason

Temperature	Store sealed vials at minus 20 degrees Celsius. Colder does no harm.	Chemical degradation rates fall with temperature.
Moisture	Keep the vial sealed until use. Let a cold vial reach room temperature before opening it.	The solid is hygroscopic; opening a cold vial condenses room moisture onto the cake, and bound water enables hydrolysis.
Light	Keep in the original box or in amber glass.	Tryptophan-, tyrosine- and methionine-containing sequences are light-sensitive.
Air	Minimize repeated opening of the same vial.	Methionine and cysteine residues oxidize on air exposure.

5. After the vial is opened

A dissolved peptide is exposed to hydrolysis continuously and is less stable than the solid. As general laboratory practice, solutions are refrigerated, protected from light, prepared only in the volume needed, and divided into single-use aliquots so that no portion is repeatedly frozen and thawed. The usable window is sequence-dependent and no single figure covers all materials.

6. Scope

This guide describes handling of a laboratory research material. It does not describe or recommend any use in humans or animals, and it does not provide solvent volumes, concentrations, doses or administration guidance. The laboratory concentration calculator at flaskpeptide.com/calculator/ performs mass-and-volume arithmetic only.