

POLICY 01 — LOGISTICS

Shipment Protection Policy

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Ares Research Lab protects every outbound shipment against loss, carrier damage, and confirmed theft after delivery. This document states the scope of that protection, the evidence required for a claim, and the resolution timeline.

1. What is covered

- **Lost in transit** — a package with no carrier movement for 7 consecutive days, or one the carrier declares lost.
- **Damaged on arrival** — vials cracked, seals broken, or lyophilized material compromised by transit handling.
- **Stolen after delivery** — packages marked delivered but not received, where the claim is filed within the window below.
- **Cold-chain deviation** — where a cold pack shipment arrives outside the stated handling window.

2. Claim window and evidence

Scenario	File within	Evidence required
Damaged on arrival	72 hours of delivery	Photos of outer box, packing, and each affected vial
Stolen after delivery	7 days of delivery scan	Written statement; carrier claim number if opened
Lost in transit	After 7 days of no scans	None — we open the carrier trace
Cold-chain deviation	24 hours of delivery	Photo of cold pack state and arrival condition

3. Resolution

Approved claims are resolved by free replacement of the affected items, shipped at our cost, with a new batch and its corresponding certificate of analysis. Where a compound is out of batch, we issue account credit or a refund to the original payment method at your election. Claim decisions are issued within 2 business days of receiving complete evidence.

4. Exclusions

- Addresses entered incorrectly at checkout, including missing apartment or unit numbers. We will re-ship at cost after address correction.
- Refusal of delivery, or packages returned to sender after failed delivery attempts.
- Damage caused after successful delivery, including improper storage by the recipient.
- Claims filed outside the windows in Section 2.

5. How to file

Email support@aresresearchlab.com with your order number and the evidence listed in Section 2, or submit through the contact form at aresresearchlab.com/contact. One protection claim is permitted per shipment.

This policy governs shipment protection only. It does not alter the research-use-only terms under which all materials are supplied.