

SYLO USA Website, Supply and Manufacturing Policies

Draft for company and legal review

Prepared October 7 2026

This package covers peptide raw materials, washed sterile nested vials, sterile stoppers and caps, specification-based contract manufacturing, research-use-only lyophilization, and product-specific COA documentation. The website is for inquiries and quotations, with no online checkout. Individual materials, components, processes, quantities, and documents are agreed for each accepted project.

The intended entity is SYLO USA LLC, which has not yet been formed. In these drafts, SYLO, we, and us mean the proposed business under that name. The actual contracting seller and service provider must be identified before a quotation or contract is accepted. These documents are not effective terms until the legal entity, contact routes, commercial decisions, and operating practices have been confirmed and the company has formally adopted a dated version. No facility accreditation, certification, or regulatory approval is established by these policies.

Approvals and commitments must be confirmed in writing by SYLO USA LLC through an authorized representative. Internal delegation does not limit customer rights or delay remedies required by law.

Publication details

Business name: SYLO USA. Intended legal entity: SYLO USA LLC. Mailing address shown on the website: 913 S Main Street, Suite 215, Grapevine, TX 76051. Effective date: [Date after company adoption]. Operational contact: [Confirmed monitored inquiry and privacy contact routes]. No untested email address is represented as operational. The customer review preview disables inquiry submissions and is separate from the future production inquiry system.

1 Website Terms of Use

Purpose and scope

The website introduces SYLO's research materials, laboratory components, manufacturing and lyophilization services, documentation, and quotation process. It is intended for professional research, manufacturing, procurement, and technical teams. Website information is a starting point for discussion; it is not an accepted quotation, production specification, service agreement, or online offer to take payment. An inquiry does not reserve inventory, establish an account, or authorize work.

Authorized use

Provide accurate organization and contact details and act within your authority. Use the website only for lawful purposes consistent with its research-use-only scope. Do not impersonate another organization, bypass access restrictions, introduce malicious content, interfere with the service, or obtain information belonging to another customer. We may restrict misuse while addressing obligations from any existing accepted contract separately.

Project inquiries

Describe the material, component, or service, intended research use, quantities, specifications, documentation needs, and desired timing. We may request clarification to assess feasibility. Do not send proprietary formulas, credentials, sensitive personal records, or protected third party material through an ordinary inquiry field. Arrange an appropriate confidential channel and written protections before sharing sensitive technical information.

Website content and rights

SYLO branding, original content, and design belong to their respective rights holders. You may use our website to evaluate a potential project. Do not misrepresent our information or alter analytical reports. Laboratory, supplier, and customer documentation retains its original ownership and permitted-use restrictions. Linking to an authentic public document does not grant rights to modify it or use it for unrelated material.

Availability and updates

Descriptions and availability may change. We do not promise uninterrupted website access or that general content meets every project's requirements. Accepted written order and project documents define specific commitments. Policy revisions are dated and prospective; they do not silently alter an existing contract. Contact the company through the confirmed operational route or published mailing address. Governing law, venue, and dispute terms must be confirmed before adoption; transaction documents must state any agreed choices without overriding mandatory law.

2 Research Use and Business Inquiry Policy

Permitted research scope

Materials, components, and services are offered for lawful scientific, non-clinical research and research-use-only manufacturing projects. They are not offered for human or animal use or for diagnostic or therapeutic applications. A research-use-only label is not a statement of regulatory approval, safety for administration, or suitability for every research method.

Organizations and review

We work with research laboratories, research-focused manufacturers, and procurement and technical teams. The website requests your name, work email, organization, area of interest, project details, and research-use acknowledgment. An LLC-only application, document upload, or customer-access gate is not part of the current website. We may ask for proportionate business or authority information when needed to assess an actual request. Accepting an inquiry does not confirm feasibility or acceptance of an order.

Customer responsibilities

Describe the intended use and relevant technical constraints accurately. You remain responsible for evaluating suitability, lawful use, staff competence, handling, storage, and disposal within your research operations. Identify any proposed resale, private labeling, special destination, or restricted materials before contracting so the associated responsibilities can be reviewed. Do not use a business inquiry to arrange prohibited personal, human, or animal use.

Scope limits

We may decline unlawful, misleading, technically unsuitable, or unsupported requests. A project requiring a particular environmental classification, accreditation, certification, method validation, or regulatory status must identify it explicitly; availability must be confirmed in writing. No credential of another business is automatically a credential of SYLO.

3 Terms for Supply and Manufacturing Engagements

Contract documents and acceptance

These draft terms cover proposed research-material and laboratory-component supply and specification-based manufacturing or lyophilization services. Before acceptance, the quotation and scope must identify the actual contracting parties, items or services, specifications, quantities, deliverables, documentation, price, taxes, payment, acceptance criteria, shipment, and timing. Work begins only after both parties' authorized written acceptance and satisfaction of any agreed prerequisites. Neither submitting an inquiry nor sending unsolicited materials creates a contract.

Document priority and purchase orders

A signed negotiated agreement controls the matters it addresses, followed by its agreed project scope or quotation, then the adopted version of these terms. Conflicting customer purchase-order provisions require express written resolution before acceptance; receipt of a purchase order alone is not agreement to all of its provisions. Applicable mandatory rights remain effective regardless of document priority.

Pricing and payment

Prices, minimum quantities, quote validity, currency, taxes, payment methods, deposits, milestones, and any credit terms are stated in the accepted quotation. No standard quote-validity period, full-prepayment requirement, or particular bank-payment method is imposed by these drafts. Verify changes to payment instructions through an established trusted contact route. Never submit banking passwords or payment credentials through website inquiry fields.

Specifications and responsibilities

The accepted scope determines material identity and form, component dimensions and compatibility, process steps, output presentation, tolerances, documentation, and agreed test methods. Each party must identify what it supplies and approves. Substitutions, additional processing, special testing, and changes require written agreement. The availability of a standard material or component does not establish compatibility with every process.

Conformity and warranties

SYLO's express commitments are the product and service requirements in the accepted contract. General website wording does not replace those requirements. Testing is specific to the agreed material, process, sample, and method. No fixed purity percentage or universal test panel is promised by these policies. Website images and facility descriptions alone are not proof of a particular qualification or certification. No warranty exclusion may contradict an express accepted promise or remove a mandatory right.

Risk, liability, and disputes

The agreement must allocate custody of customer property, shipment risk, insurance, limitations of liability, and any narrowly defined indemnity before work begins. This draft does not impose an automatic liability cap or broad customer indemnity without negotiation and legal review. Any adopted limit must retain rights that cannot lawfully be excluded and must not defeat an agreed remedy. Escalate disputes first through the company's authorized contact route; the contract must specify any further agreed dispute process.

4 Manufacturing and Lyophilization Project Policy

Technical brief and feasibility

Provide the research purpose, material or formulation, starting quantity or volume, desired presentation, containers and closures, processing requirements, target timing, and documentation needs. SYLO reviews technical questions and feasibility before defining the quotation. The site identifies manufacturing to specification, lyophilization, and project coordination; it does not establish that every requested synthesis, filling, formulation, or validation service is available.

Written project scope

Before a project starts, agree the process scope, responsible performing parties, facilities or approved outside providers where relevant, inputs, development or production stages, deliverables, target quantities, yield or permitted losses, acceptance criteria, test methods, and release documents. Agree whether feasibility or development work is exploratory or carries a defined output commitment. Do not apply production guarantees to exploratory work unless expressly accepted.

Customer materials and instructions

If the project uses customer-supplied materials, formulas, samples, components, or equipment, agree their identity, condition, quantity, supporting records, hazard information, storage needs, compatibility, and receipt arrangements before shipment. The customer must have authority to supply and authorize their use. SYLO documents discrepancies and does not start uncertain or unauthorized processing. Unsolicited deliveries may be refused; they are not an automatic work order.

Processing and project changes

Follow the accepted scope and written instructions. Any material change in formulation, process, quantity, container configuration, testing, or target timing requires a written change order stating cost, schedule, and acceptance effects. If a technical issue prevents the agreed work, notify the customer and agree the next step rather than silently changing the process. No yield, recovery percentage, residual-moisture value, cycle validation, or compatibility result is assumed unless specified.

Completion and release

The scope must identify who reviews results, which deliverables establish completion, and the acceptance review period. Agree the handling of deviations, unresolved results, partial completion, and any rework before release. Approval of processing is separate from a determination of suitability for a prohibited use. Batch records, COAs, or completion reports are supplied only to the extent defined in the accepted scope.

5 Shipping Handling and Delivery Policy

Agreed shipping arrangements

Specify destination, carrier, service, shipping charges, packing, temperature requirements, documentation, insurance, and shipment-risk allocation in the accepted quotation. Carrier, transport conditions, destination availability and delivery commitments are specific to the accepted shipment requirements. Applicable product, destination, safety, and carrier restrictions must be reviewed for the actual shipment.

Material and component handling

Handling requirements depend on the material and its documentation. Packaging for sterile vials, stoppers, and caps must follow the accepted presentation and relevant supplier instructions. Seals and protective packaging may be essential to maintaining the documented condition. Components described as sterile do not establish that all later processing or assembled output is sterile. Store and handle materials in accordance with product-specific instructions and the accepted project requirements.

Project inputs and timing

For customer-supplied inputs, agree who arranges shipment, receipt criteria, custody, storage, and return or disposal instructions. Lead times depend on technical approval, input availability, scheduling, testing, and agreed payment prerequisites. Written dates must distinguish targets from firm commitments. Inform the customer of material delays and resolve any required consent, rescheduling, cancellation, or refund process under the contract and applicable law.

Receipt loss and damage

Inspect delivered products and packaging promptly. Report suspected loss, damage, quantity discrepancies, or compromised component packaging through the agreed contact route with the order reference, photographs, labels, and relevant batch details. Retain evidence safely and follow case-specific instructions. The accepted contract must state a reasonable reporting and investigation process; reporting requirements must be disclosed before acceptance and applied consistently with applicable rights.

Customer instructions and custody

Provide accurate shipment and receipt information. Address customer-caused errors and independent carrier or seller errors separately, according to evidence and the agreed risk allocation. Customer mistakes do not remove remedies for an unrelated SYLO error. Customer property may not be discarded, returned, or charged for continued storage without the agreed process or legally required authority.

6 Project Changes Cancellations and Nonconformity Policy

Changes and cancellation requests

Submit requests through the agreed company contact route. Custom materials and processing may involve committed inputs, development work, capacity reservations, and costs that cannot be recovered. The quotation must disclose any noncancelable commitments, cancellation calculation, and unused-payment disposition before acceptance. Cancellation, return and refund terms are agreed for the specific engagement and remain subject to applicable mandatory rights.

Evaluation of reported issues

Identify the affected material, component, lot, or service stage; the accepted requirement; the observed problem; and available supporting records. For analytical disputes, provide the sample identity, custody information, method, result, and relevant acceptance limit. The contract must define suitable testing and the review process. Testing requirements and reasonable reporting periods must be agreed for the relevant project rather than assumed from an unrelated material or process.

Returns rework and remedies

Do not return research materials or customer property without written authorization and handling instructions. Return restrictions depend on condition, hazards, traceability, and the accepted project terms; an agreed remedy need not require physical return. If a supplied item or service fails an accepted requirement, SYLO and the customer review the evidence and apply the agreed remedy, which may include correction, rework, replacement, credit, or refund as appropriate. Mandatory rights remain protected.

Decisions and records

Decisions and exceptions require company authorization through an authorized representative. Record the issue, evidence, relevant scope, decision, customer communication, and agreed next step. Do not delay mandatory remedies, safety communications, or legally required action merely because an internal approval is pending. Supplier or outside-provider reimbursement is separate from SYLO's obligations to its customer.

7 Specifications Quality and COA Documentation Policy

Product and project specifications

Requirements are defined for the actual material, component, and manufacturing project. Peptide inquiries should identify compound or sequence where relevant, form, quantity, target characteristics, and documentation needs. Component inquiries should identify dimensions, vial and closure fit, nested presentation, packaging, and agreed condition. Manufacturing inquiries should define processing and output requirements. All acceptance criteria must be agreed before reliance on them.

Testing and certificates

COA availability, issuing party, tested attributes, methods, limits, sample basis, and additional testing are discussed for each quotation. No supplier or laboratory is designated across all projects by this policy. A COA describes the identified material or samples and declared methods; it is not proof that every unit was tested or that an unrelated batch meets the same result. Preliminary, incomplete, or revised results must be identified accurately.

Sterile components and processing

The accepted component specification and supporting documentation define the stated sterile presentation and handling requirements. A component's documented condition does not by itself validate a customer's process, demonstrate compatibility, or establish the condition of all manufactured output. Projects requiring controlled environmental conditions, special validation, or qualification must define those needs and obtain supported written confirmation.

Records access and release

Request documentation during inquiry and before contract acceptance. Availability and disclosure depend on the scope, issuer rights, customer confidentiality, and agreed record requirements. No automatic public COA library, applicant-only dashboard, raw-data entitlement, or physical sample-retention practice is promised. Define batch traceability, record contents, access, retention, and any retained samples in the relevant supply or project documents.

Nonconformity and claims

Identify results that do not meet accepted criteria and resolve their disposition before representing output as conforming. Record corrections and report revisions without concealing the earlier finding. Stop or hold affected work or material when warranted, assess related orders, and notify affected parties as required by the contract and applicable law. No policy substitutes for evidence supporting the actual capability or result claimed.

8 Customer Materials Confidentiality and Intellectual Property Policy

Initial inquiry and sensitive information

Ordinary website inquiry fields are for an initial non-confidential brief. Before sharing proprietary sequences, formulas, processes, drawings, or sensitive project data, agree appropriate written confidentiality terms and an approved exchange method. Sending an inquiry does not itself establish an NDA or authorize unrestricted disclosure of another party's information.

Ownership and permitted use

Each party retains its existing intellectual property. Customer inputs and instructions are used only for the accepted project and agreed supporting purposes. The customer must have the rights needed to supply them and permit the agreed work. SYLO does not acquire ownership of customer formulas solely because it processes them; the customer does not automatically acquire SYLO's pre-existing process know-how or third party rights.

New work product and outside providers

Define ownership or licensing of new developments, process improvements, results, records, and deliverables before work begins, including any payment conditions. Identify any permitted outside manufacturer or testing provider and the confidentiality and use restrictions applicable to them. No broad transfer of background knowledge, laboratory report rights, or unrelated intellectual property is assumed by these public drafts.

Custody records and project end

Specify custody, storage, access, loss allocation, and authorized use of customer-supplied materials and equipment. At project end, follow the agreed return, disposal, or retention instructions, subject to legal and safety duties. Define what records remain, why they are kept, and access protections. Do not use customer names, project results, formulas, or identifying case studies for promotion without appropriate permission.

9 Privacy Notice

Scope and company contact

This draft describes the SYLO website's inquiry-based business. The intended entity is SYLO USA LLC; the actual responsible entity and monitored contact routes must be confirmed before adoption. It covers information about visitors and business representatives, including project contacts. The website supports inquiries and quotations; it does not provide online checkout.

Information collected

When enabled, the inquiry form collects your name, work email, company or laboratory, selected product or service interest, project details, and research-use acknowledgment. We receive further information you choose to provide through project correspondence. Accepted engagements may require contact, delivery, specification, contract, and invoice records. Hosting and security systems may process IP addresses, browser information, page requests, timestamps, and logs. The current form does not request telephone numbers, business-registration uploads, identity documents, payment credentials, or files.

Purposes and disclosures

We use relevant information to respond to inquiries, review feasibility, prepare quotations, coordinate agreed projects, provide requested documents, administer business records, secure the service, and meet legal obligations. Authorized personnel and service providers receive only information relevant to their roles. An approved project provider may receive necessary technical information under agreed confidentiality terms. Professional advisers or authorities may receive information when necessary and lawful. We do not authorize reuse of inquiry contact lists for an unrelated business's advertising.

Service providers and preview status

Vercel hosts the customer review website. Its inquiry submission is disabled and it is separate from the local development backend and any future live inquiry service. Production hosting, email, storage, and project-provider arrangements must be documented before the live notice is adopted. Provider processing locations may differ from the customer's location.

Retention and safeguards

Retain information only for the inquiry, accepted project, legitimate business-record needs, or legal obligations. The company must adopt and implement a record-specific schedule, including backup expiry, before stating fixed periods. Security practices must be proportionate to actual data and risks and verified in the live systems. This draft does not establish that every proposed control is already operating or promise absolute security.

Choices and rights

Use the confirmed contact route or published mailing address to ask about access, correction, deletion, or applicable privacy rights. We verify requests proportionately and explain necessary retention or a lawful refusal; appeals are handled where applicable. A business inquiry is not blanket marketing consent. Any future marketing must provide appropriate choices and unsubscribe mechanisms. This site is intended for professional research organizations, not children; do not submit a child's personal information.

Updates

Date material changes and explain significant changes in purpose or data flows before relying on them. Applicable rights depend on the jurisdiction and business facts; no unsupported statement that all privacy statutes apply, or that business contacts have no rights, is made. The Cookie Notice explains the website's currently identified attribution features.

10 Cookie and Website Technology Notice

Identified first-party attribution cookies

The website code uses `rh_first_touch` for initial visit-source information and `rh_last_touch` for a subsequent sourced visit, each with a configured maximum age of 90 days. It uses `rh_partner` for a referral code with a configured maximum age of 30 days. Depending on the visit, these cookies can contain campaign labels, the landing path, a referring host, a timestamp, or a referral code. The capture code does not place a name, email address, full query string, or advertising click identifier inside these values. This description is based on the current storefront code and must be checked when deployment settings change.

Purpose and optional services

These cookies support inquiry attribution; they are not automatically classified as strictly necessary just because they are first-party. The review configuration selects no external analytics provider. The code can support analytics or advertising tags when configured, but this notice does not authorize activating them without documenting the actual provider, purpose, data, retention, and applicable choice requirements. The site's self-hosted fonts do not require a visitor request to Google Fonts.

Visitor choices and implementation

Browser settings can block or delete cookies. Where law requires consent, an opt-out, or a universal preference signal to be respected, the corresponding technical controls must be implemented and verified. A link to this notice alone does not provide those controls. Attribution capture currently runs on page visit; any legally required prior choice mechanism must be addressed before production activation. The company must maintain an inventory of all cookies and browser storage actually used, including any infrastructure-specific features.

Changes and contact

Update this notice when tracking behavior or providers change. Contact the company through the confirmed operational route or published mailing address about these technologies. Do not claim that there are no cookies or that no technology is used to understand referral sources without checking the deployed site.