

Customer FAQ's

What is Link BioMeds?

Link BioMeds is a U.S.-based research supply company specializing in high-purity peptide compounds manufactured under strict quality control standards.

We focus on transparency, third-party testing, and consistent sourcing to ensure reliable research materials.

Product Information

Where are your products manufactured?

Our products are manufactured in U.S.-based facilities that adhere to cGMP standards, are FDA/DEA approved, and maintain the highest of safety standards. Each batch undergoes rigorous testing both in-house and third-party testing

Do you provide third-party testing?

Yes. Certificates of Analysis (COAs) are available for each batch. Testing includes verification of purity, endotoxins, and quality metrics. All performed by HPLC and Mass Spec. Most third-party testing is performed by Freedom Diagnostics.

Are your products for human consumption?

No. Although all products sold by Link BioMeds are labeled “For Physician Use Only” or “For Professional Use Only”, they are intended for research purposes only and are not approved for human or veterinary use.

What purity level are your peptides?

Most of our peptides are $\geq 99\%$ purity (unless otherwise specified). Exact specifications are listed on each product page and corresponding COA.

How should products be stored?

Unreconstituted lyophilized peptides should be stored in a cool, dry place to maximize the 2-year shelf life. Once reconstituted, products should be refrigerated and used promptly.

Do you offer blends or custom formulations?

We offer select research blends. For bulk or custom inquiries, please contact our team directly. Innovation drives everything we do. As new peptides and advanced blends enter the market, we proactively assess and rigorously evaluate them to ensure they meet our quality standards before introducing them to our customers.

Are there any Minimum Order Quantities (MOQs)?

At Link BioMeds there are no MOQs. Providers can log in and order one vial if they choose to.

Do you have any dosing information or reconstitution guidelines?

Because our products are intended strictly for research use only and we are not medical professionals, we are unable to provide guidance regarding dosing, administration, or reconstitution. Determination of appropriate handling and application is the responsibility of the licensed provider or qualified researcher.

For general educational reference, additional information may be available through independent third-party resources such as thepeptideuniversity.com.

Orders & Shipping

How quickly do orders ship?

Most orders ship within 1–2 business days of payment being processed. You will receive tracking information via email once your order has been processed.

Do you offer expedited shipping?

Yes. Expedited shipping options are available at checkout.

Do you ship internationally?

Currently, we ship within the United States. For international inquiries, contact Luke or Austin.

What if my order arrives damaged?

If your order arrives damaged or compromised, please contact us within 48 hours with photos and your order number. We will resolve the issue promptly.

Compliance & Safety

Are your products FDA approved?

No. Our products are not FDA approved. They are sold strictly for laboratory research purposes. While some peptides are FDA-approved, what we are manufacturing and distributing are intended for research use only.

Do you require verification before purchase?

Once a provider enters their NPI number, they will be granted access to the Link BioMeds website and will be able to order.

Why do you ask customers to agree to research terms?

To ensure all customers are compliant and understand that our products are intended for research use only and not for personal use. This ensures your providers have the correct information to keep their patients informed and safe.

Payments & Returns

What payment methods do you accept?

We accept major credit cards and ACH/Wire.

What is your return policy?

Due to the sensitive nature of research materials, we do not accept returns once products have shipped. If there is a quality issue, contact Luke or Austin immediately.