

Community Guidelines

Effective 1 October 2026

Zorax is a place to share what actually worked on your hair — the wash days that went right, the products that did not, the progress that took two years. That only works if it feels safe to post. These are the rules, how we enforce them, and what to do when someone breaks them.

The short version

We have no tolerance for objectionable content or abusive behaviour. If you post it, we remove it, and we may suspend or permanently remove your account. For the serious things on this page you will not get a warning first.

These Guidelines form part of our Terms & Conditions. By posting on Zorax you agree to them.

What is not allowed

Harassment or bullying

Targeting, threatening or intimidating someone, or joining in when others do. Disagreeing with a routine is fine. Going after the person is not.

Hate speech

Attacks on anyone's race, hair texture, ethnicity, nationality, religion, disability, age, gender or sexuality. A community built around textured hair has no room for this at all.

Nudity or sexual content

Sexually explicit images, video or text. Any sexual content involving a minor is reported to the authorities as well as removed, and the account is removed permanently.

Violence or threats

Graphic violence, or threatening harm to a person or a group.

Self-harm content

Anything encouraging self-harm, disordered eating or suicide. If you are struggling, please talk to someone — in the UK, Samaritans are on 116 123, free, at any hour. If you are worried about a member here, report the post so we can reach out.

Spam and scams

Repetitive selling, fake giveaways, affiliate link dumping, phishing, or posting the same thing over and over across the feed.

Harmful misinformation

Unsafe hair or health claims presented as fact — dangerous chemical combinations, miracle cures, or medical advice you are not qualified to give.

Impersonation and privacy violations

Pretending to be someone else, or posting another person's private information — their address, phone number, or messages — without their consent.

What we would rather see

Say what actually happened, including when it did not work. Say what your hair is like when you recommend something, because porosity and density change the answer. Be specific about products and how long you used them. Be kind to beginners — everyone was one.

If you are paid or gifted to mention a product, say so in the post. It is the law, and people can tell anyway.

Reporting something

Every post, comment, reply and member profile has a ■ menu. Tap it, choose **Report**, pick the reason that fits and add anything you think we should know.

Reports are private. We never tell the person you reported who reported them.

If you think someone is in immediate danger, please contact the emergency services first. Report the post to us as well, and we will act on it quickly.

Blocking someone

You do not need a reason and you do not need our permission. The same ■ menu has **Block**.

Blocking works both ways: their posts and comments disappear from your feed, and yours disappear from theirs. They are not told that you blocked them, and nobody can find out who has blocked them.

You can undo it at any time under **Settings** → **Blocked accounts**.

What happens after a report

A moderator reviews every report. We aim to do that within 24 hours.

If the content breaks these rules we remove it. Depending on how serious it is and whether there is a history, we may also restrict, suspend or permanently remove the account. Serious breaches are acted on immediately and without a warning.

We will not always be able to tell you the outcome of a report about someone else, because what we do about their account is their private information. We do act on every one.

If we get it wrong

Moderation is judgement, and judgement is sometimes wrong. If we removed something of yours that you believe follows these rules, or restricted an account you think we restricted in error, email support@zoraxlabs.com.

Someone who did not make the original decision will look at it again, and we will tell you the outcome.

A note on advice

Members share what worked for them, not professional advice. Nothing posted on Zorax — by members or by us — replaces a qualified doctor, dermatologist or trichologist. Patch test, read labels, and speak to a professional about anything to do with your scalp or your health.

If you are under 18

You need to be at least 13 to use Zorax, and higher where the country you live in sets a higher age. If you are under 18 you should be using Zorax with a parent or guardian's knowledge.

Please do not share your school, your address, or anything that would let someone find you offline. If an adult contacts you in a way that makes you uncomfortable, block them and report it — we will take it seriously.

Contact

Zorax — Chimezirim Robert
4 Fatherson Road, Reading RG1 4PL, United Kingdom
support@zoraxlabs.com · <https://zoraxlabs.com>

These Guidelines form part of our Terms & Conditions and should be read together with our Privacy Policy. We may update them; where a change is significant we will tell you in the app or by email.