

Shaklee®

PERSONAL IMPORTATION/CONSUMPTION GUIDELINES

Shaklee Canada Inc. offers its Members the opportunity to order products not sold in Canada on a not-for-resale (NFR) basis. To keep this option available, it's important to follow the Shaklee guidelines and guidance from the federal government/Health Canada.

What is "not for resale?"

Not for resale (NFR) is exactly what it sounds like. An NFR product is one that's for personal consumption only and cannot be resold.

Why can't certain products be resold?

Guidelines issued by the Canadian government state that products purchased from outside the country are for personal consumption only by the individual importing them. Canada allows these imports on a limited basis, and it's imperative that we comply with all such guidelines and rules.

Can I advertise NFR products?

No, you may not. Health Canada doesn't permit advertising, promoting, or describing NFR products. The prohibition applies to all forms of marketing activities including social media.

How do I order an NFR product?

You can purchase NFR products by placing your order online.

Because the product is purchased from outside Canada, how will it be shipped to me? Will these shipments take longer?

By purchasing NFR products directly from Shaklee Corporation in the United States, your order will be processed and shipped from the USA. Therefore, delivery times could be slightly longer than normal, but we'll do all we can to see that your order is processed and shipped as soon as possible.

What else should I know about purchasing NFR products?

In addition to the information provided above, the following conditions apply:

- You're permitted to import only a 90-day supply (based on the directions of use) or less over a three-month period. No more than one order that includes the NFR products every 28 days is allowed.

Please note: larger volume shipments, multiple repeat shipments of the same product within short periods of time (less than three months), and/or shipments that indicate a Canadian business is involved in the transaction don't qualify for personal import exemptions.

- NFR orders must be shipped directly to you, the end consumer, and not to a commercial establishment.
- Products will be shipped via international carrier from the Shaklee Corporation warehouse in Groveport, IL. The carrier may vary by location.
- As the Shaklee Member placing the order for delivery to Canada, you'll be considered the importer of record and responsible for compliance with Canadian import laws and guidelines.
- Your purchase order may be subject to a customs brokerage fee and customs duties upon importation to Canada.
- All Members who import products on an NFR basis are responsible for knowing and following Canada's importation and customs guidelines and laws. Shaklee Canada Inc. cannot be responsible for any consequences associated with violations of these guidelines and laws.
- Any violation of this policy, directly or indirectly, will be considered a violation of the Terms and Conditions, Policies and Procedures, and other agreements and policies that may be applicable to you governing your relationship with Shaklee Canada Inc.
- Product refunds and returns are subject to the policies of Shaklee Canada Inc. and/or Shaklee Corporation. If you wish to return any product, please call the North American Call Centre at 1.800.263.6674 to initiate the process. Return shipping fees are your responsibility unless otherwise agreed to by Shaklee Canada Inc. and/or Shaklee Corporation.

If you have any questions, contact us at canada@shaklee.com. The entire Shaklee Canada Inc. team is here to help you!