# Zinzino Canada Corp. Customer Policy and FAQs

### Why Join Our "Subscribe & Save" Program?

Enjoy the convenience and benefits of our monthly "subscribe & save" program.

- Save 40% on Convenient Monthly Deliveries
- No Commitment. No Fees
- Cancel Anytime, Hassle Free
- Earn $10 in free Product Perks every month
- Get Access to Special Offers

Join today and save TIME and MONEY while putting your health on auto-pilot.

If you need additional support, please contact our Customer Care team at +1 855-946-9466, customer.ca@zinzino.com or online here. Should you ever want to change or cancel your monthly order, simply contact our Customer Care team at least two business days prior to your next "subscribe & save" order.

### When will I receive my order?

All orders will be shipped by UPS from our warehouse in Kentucky. Most orders should be received within 2-4 business days. Expedited Shipping (2-5 business day delivery) option is available at checkout for an additional cost.

### What is Zinzino's BalanceTest guarantee?

Zinzino offers a special BalanceTest of 100% money-back guarantee or free product rebate to anyone who takes the BalanceTest and has a score (Omega 6:3 ratio) of 3:1 or less. This guarantee covers the first test only, and only if you have not consumed Zinzino's Balance products prior to the test.

Please have your Unique Test Code ready when you call Customer Care to claim your refund, so we can verify your results. Congratulations, you obviously are eating healthily.

Zinzino will refund 100% of the BalanceTest purchase price (including products part of a Premier Product Kit) and tax to your credit card, minus shipping cost, after the warehouse has received and inspected the products. You must pay to return-ship the products.

Please write the Return Authorization Number on outside of package, and inside on the original packing slip (include slip with product in box). All returned product must be unopened, sealed and re-saleable.

RETURNS ADDRESS: **MMP Enterprises, 1520 Creditstone Road, Concord, ON, L4K5W2**

### What is Zinzino Customer Return/Exchange Policy?

You may return/exchange product in unused sealed condition with Zinzino for 60 days from the date of purchase by calling Zinzino Customer Care for a Return Authorization Number. All returned products must be unopened, sealed and re-saleable.

Write the Return Authorization Number on the outside of the package and on the original packing list (include slip with product in box). Lot numbers on product and packing list must match for our inventory and quality control purposes.

RETURNS ADDRESS: **MMP Enterprises, 1520 Creditstone Road, Concord, ON, L4K5W2**

Zinzino will refund 100% of the purchase price and tax to your credit card for returned products, minus shipping cost, after the warehouse has received and inspected the product. You must pay to return-ship the product.

### Can Zinzino answer my health and medical questions?

Please direct your health and medical questions to a licensed health care professional. Zinzino provides information only and does not diagnose, cure, treat or prevent disease.

The terms and conditions are subject to the laws of Canada.