

Zinzino Canada Customer Policy and FAQs

How may I contact Zinzino Customer Care?

Please call Zinzino Canada Customer Care between 9 am to 5 pm Eastern Time, Monday through Friday, excluding most holidays, at **561-203-1767** (855-ZINZINO).

How can I insure I receive the lowest prices possible?

By becoming a Zinzino Customer, you receive Preferred Pricing (approx. 15% discount off the Retail Price). Purchase one of our Premier Product Kits and qualify immediately for an approximate 30% discount for all future purchases. Also, be sure to ask the person who introduced you to Zinzino about any special offers and our exciting Zinzino4Free program.

What is a Subscription?

A Subscription is a standing order charged to your credit card and delivered to you on the same day monthly. You can change the delivery date, contents or cancel at any time by calling Zinzino Customer Care. Subscriptions are available to both Preferred and Premier Customers.

When will I receive my order?

All orders during Zinzino Canada Launch period will be shipped by UPS Ground from our warehouse in Virginia. Most orders should be received in within 4-7 business days. **Balance Test NOT sold in state of New York. Balance Test samples not accepted from the state of New York.**

What is Zinzino's Balance Test guarantee?

Zinzino offers a special Balance Test of 100% money-back guarantee to anyone who takes the Balance Test 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 Balance Test 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: **KTN/Zinzino USA, 810 Ford Drive, Norfolk, VA 23523**

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: **KTN/Zinzino USA, 810 Ford Drive, Norfolk, VA 23523**

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 professional. Zinzino provides information only and does not diagnose, cure, treat or prevent disease. Our Customer Care specialists are not licensed health professionals, but are happy to direct you to products or services you may find of interest.

Will Zinzino Balance Foods create problems with any medications I am taking?

Please consult your pharmacist or healthcare professional with any medical questions. We recommend you tell your doctor you are consuming Zinzino's quality omega-3 Balance Foods, if you are using any type of blood-thinning medication. Please read labels on our products carefully for ingredients and allergy information.