



# ISAGENIX NOT FOR RESALE INFORMATION – CANADA

Per Health Canada's guidelines, "Bringing health products into Canada for personal use (GUI-0116)," Canada Customers may personally order and import certain Isagenix products for personal use. (This is sometimes referred to as "Not For Resale," or NFR.) The Health Canada guidelines are available at: [canada.ca/en/health-canada/services/drugs-health-products/compliance-enforcement/importation-exportation/personal-use-health-products-guidance/document.html](https://canada.ca/en/health-canada/services/drugs-health-products/compliance-enforcement/importation-exportation/personal-use-health-products-guidance/document.html).

Below is basic information about this method of importing products. Although we want to provide some basic information to get you started, this information is not all-inclusive, and you are ultimately responsible for knowing and following all applicable laws and guides.

## What is Not For Resale?

Not for Resale is exactly what it sounds like. An NFR product is one that is for personal import and consumption only and cannot be resold.

NFR orders are shipped directly to you, the end consumer. There can be no Canadian intermediary, such as a broker or salesperson.

## Can I promote NFR products in Canada?

No. Advertising, promoting, or describing NFR products is not permitted in Canada. The prohibition applies to all forms of marketing activities, including social media.

## How do I order an NFR product?

Orders may be placed through your Back Office or by calling Isagenix Customer Care toll-free at 888.991.9949.

## Because the product is bought in the U.S., how will it be shipped to me? Will shipments take longer? Can I return products?

You are purchasing NFR products directly from Isagenix International, LLC in the U.S., and the orders are processed and shipped from the U.S. via international carrier. Delivery times could be longer than normal.

Returns are subject to the Isagenix returns policy. If you wish to return product, please call Customer Care at 888.991.9949 to initiate the process. Return shipping fees are your responsibility unless otherwise agreed to in advance by Isagenix.

## Are quantities limited?

Yes. You may import a 90-day supply or less (based on the directions of use) over a three-month period. You can place no more than one order that includes NFR products every 28 days.

**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 do not qualify for personal import exemptions.

## In addition to the information provided above, please note the following:

- As the person placing the order for delivery to Canada, you will be considered the importer of record and will be responsible for compliance with Canada import laws.
- The Canada Border Services Agency may inspect and detain any product shipment upon entry. If this happens to your shipment, you will be responsible for obtaining its release from your local CBSA office.
- Your purchase order may be subject to a customs brokerage fee and customs duties upon importation to Canada. The Goods and Services Tax or Harmonized Sales Tax may also apply, depending on the value of your order and the province/territory. HST and GST are charged where and as applicable.
- Any violations of Isagenix guidance or of the Health Canada guidelines will be considered a violation of the Terms and Conditions, Policies, and/or other agreements and policies that may be applicable to your relationship with Isagenix and may subject your account to suspension and termination. Isagenix is not responsible for any consequences associated with violations of law.

If you have any questions, please email Compliance at [Compliance@IsagenixCorp.com](mailto:Compliance@IsagenixCorp.com) or Customer Care at [Support@IsagenixCorp.com](mailto:Support@IsagenixCorp.com). They, along with the entire Isagenix team, are here to help you.