

Our Shipping Policy

Any orders received after 1:00 p.m. PT will be shipped on the next business day.

Continental US Shipping

Our regular means of shipping is UPS Ground or Priority Mail. Most Orders ship the Same Day.

PLEASE BE ADVISED: Though USPS Priority Mail may state "2-day Delivery," the US Postal Service does not guarantee the 2-day timeframe. Therefore, it is not advisable to use this shipping method for probiotics, especially during periods of warm weather.

For additional options or for help in deciding how to ship your order, please call our customer service department at 800.245.8282 (toll-free) or 503.694.1600 (international and local).

Hot Weather Instructions for Heat Sensitive Products

In very hot weather (temperature is above 75° Fahrenheit or 24° Celsius), to ensure the highest potency of heat sensitive products, all orders containing probiotics will be sent on ice. Because ice packs can last 2–4 days (weather permitting), orders containing these products should be sent the fastest way possible. During excessive heat, probiotics will inevitably arrive warm. Although exposure to high temperatures for one or more days may slightly reduce the potency of some probiotics, they are still safe to take. Our Probiotics contain at least double the amount of live cultures over the label's indication to allow for transit times, etc. NOTE*** If the temperature is above 90 degrees please choose UPS Overnight shipping or EMS or UPS (International shipping).

During extreme Heat Advisory check with Customer Service to see if your location is still available for shipping.

Additional Probiotic Tips:

- To avoid excessive shipping costs, consider ordering 3-4 months of probiotics to make it through the summer months.
- Have your probiotic order shipped to a business address so your probiotics are not sitting outside if you are not at home.

For assurance that your probiotics arrive cold, you may want to order an [extra ice pack](#). Extra ice packs are available for \$5 each and may be requested by calling our customer service department at 800.245.8282 (toll free) or 503.694.1600 (international and local callers).