MANNATECH

SHIPPING METHOD AND DELIVERY FAQ

1. Order Processing

a. Once an order is placed, in-stock items ship within 1-2 business days. Recipient receives a shipping confirmation via the email address on file when the order is shipped. Credit card payments are billed for items shipped only.

b. Orders placed with an expedited shipping method by 1:00 pm Central Standard Time, Mon – Fri (excluding holidays), are shipped the same business day. Expedited orders placed after 1:00 pm CST, Mon – Fri, on weekends or holidays are shipped the following business day.

c. After an order is placed, should there be a request to change the delivery location and shipping services, such changes are not guaranteed.

2. U.S. and Canada Shipping Rates

a. U.S. and Canada Domestic One-Time Order Shipping Chart (Standard Ground 4-10 business days):

Order Size†	US/CA Domestic Ground Shipping (Standard) Charge
<$199.99	$8.49
$200-$399.99	$10.49
$400-$999.99	$13.49
>$1,000.00	$14.49

b. U.S. and Canada Domestic Monthly Subscription Shipping Chart (Standard Ground 4-10 business days):

Order Size†	US/CA Domestic Ground Shipping (Standard) Charge
<$224.99	$8.49
>$224.99	FREE

c. Canada Not For Resale (NFR) One-Time Order Shipping Chart (Standard Ground 4-10 business days):

Order Size†	Canada NFR Ground Shipping (Standard 10-days)
<$199.99	$11.49
$200-$299.99	$13.49
>$300	FREE

d. Canada Not For Resale (NFR) Monthly Subscription Shipping Chart (Standard Ground 4-10 business days)

Order Size†	Canada NFR Ground Shipping (Standard 10-days)
<$198.99	$11.49
$199.99-$299.99	$8.49
>$300	FREE

†Order size total must include any discounts, excluding shipping and applicable taxes.

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e. Other Shipping Options, Rates & Transit Time Within Continental U.S.
   i. Next Day Air – $37.49 up to 3 lbs.
   ii. 2-Day – $27.49 up to 3 lbs.
   iii. 3-Day – $23.49
   iv. Priority (3-5 Business Days) – $14.49

f. Exceptions/Transit Outside of Continental U.S. and P.O. Boxes
   i. Next Day is not available for delivery to: Alaska, Hawaii, Puerto Rico, or the U.S. Virgin Islands.
   ii. Next Day, 2-Day, 3-Day, and Priority deliveries are not available for delivery to: Armed Forces (APO, FPO, DPO) or P.O Boxes.
   iii. Transit times for shipments outside of the continental U.S. can take up to 14 business days due to limited airports and travel frequencies.

g. Other Shipping Options, Rates & Transit Time Within Canada
   i. 2-4 days - $23.49
   ii. 2-4 days and signature - $26.48
   iii. 3-6 days - $18.49
   iv. 3-6 days and signature - $23.48
   v. 4-10 days and signature - $15.48

3. Tracking Your Shipment

a. There are 3 options to track and obtain your shipment status:
   i. Click on the hyperlink listed on the Confirmation Email after the order has been shipped.
   ii. Sign in to your Back Office.
   iii. Direct link to Carrier website: Example: www.FedEx.com

4. Undeliverable Packages

a. Undelivered shipments by Carrier are automatically returned to the Distribution Center of Mannatech for further processing. Customers and Associates should check the status of their order through their shipping confirmation. Once the order is determined to be undeliverable, please contact our Customer Care Center to request a reship or a refund. A new order must be placed, or the charges will be refunded.

b. Reasons for Undeliverable Packages:
   i. Item is too big for a P.O. Box
   ii. Incorrect Address/Missing Information
   iii. Address Format
   iv. Secure Location (i.e. gated community with no access)
   v. Restricted Delivery Location: Example: Next Day, 2-Day, 3-Day, and Priority do not deliver to APO, FPO, and DPO
   vi. Failed Delivery Attempts
   vii. Damaged During Transit
   viii. Other Transportation Problems (Packages can be sorted to the wrong Carrier or labels can be damaged such that the Carrier is unable to determine the correct delivery address)

5. Incorrect Items Received and Damaged Packages During Transit

a. If the incorrect product and/or quantity is received, or if the internal product itself is damaged due to possible damages to the external box during transit, please contact Customer Care at (800) 281-4469 for U.S. and (866) 717-2175 for Canada within 7 days of receipt to resolve the issue and obtain additional information.

6. Lost or Missing Package(s)

a. If your package shows as delivered through the shipment tracking tool, but your package(s) cannot be physically found:
   i. Verify the shipping address
   ii. Look for a notice of attempted delivery
   iii. Look around the delivery location for your package
   iv. See if someone else accepted the delivery (i.e. Neighbor)
   v. Most packages are handled by multiple Carriers; check your mailbox or the common area where packages are received. Wait 24 hours - in rare cases packages may say delivered up to 24 hours prior to actual arrival

b. After 24 hours, if the package(s) are still not physically found, please contact Customer Care at (800) 281- 4469.

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