



## ISAGENIX PERSONAL USE IMPORTS INFORMATION – CANADA

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Per Health Canada's guidelines, "Bringing health products into Canada for personal use (GUI-0116)," Canada Customers may personally order and import Isagenix products for personal use. 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 are Personal Use Imports?

They are exactly what they sound like. A personal use import is a product that is for personal import and consumption only and cannot be resold.

These orders are shipped directly to you, the end consumer.

### Can I resell personal use imports in Canada?

No. Advertising or promoting the sale of products imported for personal use is not permitted in Canada.

### How do I order products for personal use?

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 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 are typically two days longer than normal.

Returns are subject to the Isagenix returns policy. If you wish to return product, please initiate a self-return online or 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. We limit the quantities of individual products to 6 per order and may limit orders further if necessary.

**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 as personal use imports.

### 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.
- In compliance with the Canada Revenue Agency, Isagenix may charge the Goods and Services Tax or Harmonized Sales Tax depending on the value of your order and the province/territory. Your purchase order may also be subject to a customs brokerage fee, customs & duties upon importation to Canada.
- 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.