



## Frequently Asked Questions

### Security & Privacy

- See our Security and privacy tab at the bottom of the home page.
- **Is my credit card safe?** We use special technology called Secure Socket Layer (SSL)(Authorize.Net) to help prevent unauthorized people from intercepting your credit card information.
- **Will my e-mail information stay secure?** We do not sell or share our mailing list.
- **I don't like to give my credit card information online. Is there any other way to order?** You may order by phone, fax or mail. To order by phone call toll free: 1-800-522-4279. M-F 8:30am- 5pm EST, Sat-Sun 9am-4pm EST. By fax you can print out your shopping cart and fax it to us with your information to 239-353-2365. Or you may mail your order with credit card information, check or money order to : Carotec, Inc. P.O. Box 9919 Naples, FL 34101.

### Products

- **Where are your products manufactured?** Our products are manufactured in the United States at facilities licensed using GMP (good manufacturing practices).
- **How do I know what product to order?** A good place to start is to do your own research. We group the products into common categories which you can find on our home page. If you know the product name you can type that in the search box. You may also type in the product code in the search box if you know the code. Or, any product that we carry can be found on the product list tab.
- **How do I get information about a product?** We have a brief description of each product including ingredients, milligrams, number of capsules, softgels or tablets per bottle, and cost when you click on a product. A full picture of the label with complete information is available by clicking on the "click to see larger version" under the product picture.
- **I'm looking for a particular ingredient and don't know which product includes this?** You can type in the ingredient in the search box and if it is included in a product, the product will appear on the screen.
- **I don't see what I am looking for?** You can contact us toll free at: 800-522-4279 M-F 8:30am-5pm EST, Sat-Sun 9am-4pm EST and one of our customer service representatives will be happy to help you.
- **The product I want to order indicates it is out of stock. Can I still purchase this product?** On line you may request to be notified when a product is back in stock by clicking the notification tab at the bottom of the page for that product.
- **A product I want to buy is no longer on your site?** When a product cannot be found on our site, it can no longer be ordered, and has been discontinued.

### Order Status

- **How can I find out the status of my order?** The day your order is shipped you will receive a copy of the invoice as an attachment via email with tracking information. Please allow time for the appropriate delivery service to update the information. We ship via US Postal Service, or UPS. Orders with tracking information beginning with 1Z5E... have been shipped via UPS, track at [www.UPS.com](http://www.UPS.com) . Orders with tracking information beginning with the #9 have been shipped via the postal service, track at [www.usps.com](http://www.usps.com).
- **I have not received my order?** First track your order to see if there is a delay in delivery. If you cannot find any information, please contact us at 800-522-4279 M-F 8:30am EST-5pm EST, Sat-Sun 9am EST to 4pm EST and we will be happy to assist you.
- **An item is missing from my order. What do I do?** Please carefully double check your ordered items. Check to see that the B/O column has a 0(meaning none were backordered) or has a number (indicating how many bottles were placed on backorder). Some bottles have labels that are similar in color and bottle size. Sometimes items get mixed up in the bubble wrap and may be mistakenly tossed out After re-checking, please call us toll free at 800-522-4279 M-F 8:30am – 5pm EST, Sat-Sun 9am EST – 4pm EST. Be sure to have your Order #xxxxxx-1, 2,

3, 4 etc. handy and give that to the customer service representative when you call us. **All problems must be addressed within 48 hours of receipt by contacting customer service at 800-522-4279M-F 8:30am-5pm EST, Sat-Sun 9am-4pm EST.or e-mailing customerservice@carotec.com.**

- **How soon will my order ship?** We ship as soon as possible. Most orders are shipped the same business day that they are received, provided that we receive the order by 12 noon EST. We are closed all major holidays and follow the closed shipping days for both UPS and US Postal Service.
- **International shipments-when are they shipped?** We only ship to Australia, Canada, and England. Those orders are shipped out as soon as we are able to get the international paperwork completed and brought to the Post office. International shipments must be directly delivered to the Post Office and cannot be given to our regular Post Office employee picking up our parcels, requiring extra time for processing.

## Promotions/FREE Gifts with order

- **When do the prices and promotions change on your website?** Prices and promotions may be updated at any time, and may change for daily, weekly, or monthly specials.
- **FREE gift with order**-every order is entitled to a free gift **if the product total is over \$100.00.** To take advantage of this free offer- **you must use a promo code at the view shopping cart page.** Find and enter the promo code (provided in the grid on the shopping cart page, or in any Carotec Health Report on page 34) in the promo code box that matches your product total. Next, just below the promo code box a drop down box will appear. Click on the drop down arrow to view your selections. Make your selection by clicking on the item to highlight it, and then click on the add to cart button. *As an alternative you may enter your choice in the comments box as you complete the order and we will enter the choice for you.*
- **Failure to use the promo code on your order will result in you not receiving a free gift of your choice and we will choose for you. The promo code to receive the gift of your choice is your responsibility.**
- **Please note- your choice of a gift may be out of stock in which case the product will not appear as an option at the time of your order and may not be selected or added in the comments box to include in the order as a gift. (Gift choices are as of 6/22/20)**  
The **promo codes** to use for the **gifts** are:
  1. **GWP1 for orders \$100-\$199**  
**Chelated Calcium, Chelated Magnesium, Chelated Zinc, HCL, MSM capsules,**
  2. **GWP2 for orders \$200-\$299**  
**Active B, Hawthorn Extract, PomaPur,Vitamin B12**
  3. **GWP3 for orders \$300-\$399**  
**Cardio/Neuro Carnitine,D-Ribose, Olive Power, Valenzym® Digestive Enzym,Vitamin E (EVNol SupraBio®), Vitamin K2 (VitaMK7)**
  4. **GWP4 for orders \$400-\$499**  
**Alpha Lipoic Acid, Cranberry Plus, Eye Nourish Plus, GinkgoBiloba/ Vinpocetine, LivaNe, Nattokinase, OPC Complete, Prostate Support, Valenzym®Whole Body Enzyme, Vitamin C Plus**
  5. **GWP5 for orders over \$500**  
**Cardio Probiotic, CocoQ10® 200mg, Gut Comfort Probiotic, MitoDefense®AstaKrill**

6. **Accumulate-** for any order over \$100 you may choose to have us hold your order total\$ to be accumulated with one or more orders in the future to allow you to select a gift in category that corresponds with the total accumulated \$'s.

Example: order #1=\$103 + order #2 \$231= \$334- you may choose from GWP3. We will note the accumulated \$'s on your invoice for you. When ordering online- write "accumulate" in the notes box at checkout, or if choosing your gift from your "accumulated \$'s" write the name of the product you want and we will enter it for you.

## Accounts

- **Do I need an account to shop?** If you want to purchase products and keep your information on the site for future orders you will need to register (set up) an account. However, you do not need to set up your account until you are ready to checkout. Prior to that you can browse throughout the site without having to create an account.
- **I have a new email address/home or ship to address/ or new credit card information. How do I change this?** You must go to "My Account" option at the top of the home page. Log in to your account using the "old" email address (i.e. the one you had been using) and password. After logging in to your account you may then change the information necessary on your account.
- **I forgot my password? What should I do?** Go to the "My Account" option at the top of the home page. Click on this tab and request a new password. You will be sent a new password. Using the new password that you have been given, log in to your account and then you may proceed to make your own password that you can then use.

## Ordering and Payment

- **How do I place an order?**
  1. Place items in your cart using the add to cart button. Example: You wish to purchase 2 bottles of Olive Power- you would add to your cart 1- 2 bottle offer. If you wanted 4 bottles you would add to the cart 1- 4 bottle offer- not 2- 2 bottle offers.
  2. When you have placed all of the items in the cart that you would like to purchase, click the checkout button.
  3. If your product total is over \$100 enter the proper promo code (see promotions/free gifts section above) to select your free gift. Make selection and click the add to cart button.
  4. Complete the billing/shipment/and payment information. **The billing address for the credit card must match the address the credit card statement is received at.** You may ship to a different address for the order.
  5. Review your order, and when finished click the submit button. Your credit card will **NOT** be charged at this time. This is merely a submission of an order. You will be sent an order confirmation. Should we have any questions when we review your order, prior to actually charging the credit card, we will contact you to clarify.
- **How much will my shipping charges be?** Please refer to our tab at the bottom of our home page entitled shipping info for shipping rates.
- **Can I make changes after I submit my order?** Due to the swiftness of our packages being processed, in most cases we cannot change an order
- **Can I cancel an order after it has been submitted?** You may cancel an order only if it has not gone to shipping, once at the shipping facility we cannot cancel an order.
- **I order the same product(s) all the time can I get the item(s) on auto ship?** We do not have an auto ship policy.
- **What forms of payment to do accept?** We accept Visa, MasterCard, American Express, and Discover cards for online, faxed or mailed in orders. Checks and money orders may only be accepted for mailed in orders. Our address for mailing in your order is: Carotec. Inc, P.O. Box 9919, Naples, FL 34101. Faxed orders are made to 239-353-2365.

## Return Policy

- **I received my parcel damaged?** We make every effort to package your order so that it arrives in the condition it left our shipping facility. Unfortunately, sometimes packages are damaged in shipment. We understand your frustration and we will do everything we can to remedy the situation as quickly as possible. **Upon receipt, or at the maximum of 48 hours after receiving your parcel please e-mail us at [customerservice@carotec.com](mailto:customerservice@carotec.com), or at 800-522-4279 M-F 8:30am-5pm EST, Sat-Sun 9amEST-4pm EST.** If possible please take a picture of the damaged parcel/item when e-mailing us and attach this to your e-mail. Please be sure to give us your name, order # and the item that was damaged.

- **I received the wrong item?** We try our best to insure that every item you order is in your package. Mistakes happen and we are sorry. Please contact [customerservice@carotec.com](mailto:customerservice@carotec.com), or call us at 800-522-4279 M-F 8:30am- 5pm EST, Sat –Sun 9am-4pm EST. **upon receipt or with 48 hours of receipt so that we can correct the problem for you.**
- **Can I return my ordered items?** We do not accept returns for items. Please order wisely. If you have never purchased an item before, we suggest you purchase just one bottle to be sure that you like the product before purchasing multiple bottles. If you have further questions, please contact us directly at 1-800-522-4279. M-F 8:30am EST- 5pm EST, Sat- Sun 9amEST-4pm EST.

## Customer Service

- **How do I contact customer service?**
- You may e-mail customer service with any question 24 hours a day at [customerservice@carotec.com](mailto:customerservice@carotec.com) or
- If you wish to write a letter with a question(s) you may contact us at Carotec, Inc. Attn: Customer Service Dept. P.O. Box 9919 Naples, FL 34101.
- You may call customer service at 800-522-4279 M-F 8:30am EST- 5pm EST, Sat-Sun 9am EST-4pm EST. If you receive a phone message that means that our operators are busy or it was after hours. Please leave your name and phone number and someone from customer service will call you back as quickly as possible.
- Lastly, you may fax your inquiry to 1-239-353-2365 at any time.

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