FAQs

Q: 1 ***Will Canadian Members still get paid?***
A: 1 Yes, you will continue to be paid.

Q: 2 ***Is it legal for Members to do business in Canada?***
A: 2 Yes, we can still do business. This does not impact our MLM license.

Q: 3 ***What is NFR?***
A: 3
- A: These are orders from the USA Not for Resale (NFR) warehouse. Products available from the U.S. will be shipped from a warehouse in the USA.
- B: The purchase of these products is strictly for demonstration and personal use or the use of your immediate family only. You are not allowed to promote any products from the U.S.
- C: If you proceed with U.S. NFR order, the order will be processed by the LifeWave, San Diego USA warehouse.
- D: All import fees and taxes will be paid by LifeWave.

Q: 4 ***What products will be available under U.S. NFR for Canadian members?***
A: 4
- A: All products in the U.S will be available for NFR with the exception of Alavida Patches, Alavida Trio, and IceWave Patches, which are currently available in Canada.

Q: 5 ***Maintenance of Monthly Subscription order***
A: 5
- A: A LifeWave customer service representative will be reaching out to members with active monthly subscription orders to discuss options. They will do this prior to your subscription running.
- B: As a reminder, in order to stay active requires a minimum of 55 PV, which can come from a monthly subscription order, or discretionary orders, or a combination of the two. In order to maintain rank, a minimum of 110 PV is required, which can come from monthly subscription orders, or discretionary orders, or a combination of the two.

Q: 6 ***PAYMENT***
A: 6
- A: All U.S. NFR products will be sold in US Currency. Ensure you have sufficient balance in your card for a smooth transaction.
- B: Please ensure card details i.e., name (including first and last name), postcode, address, expiry date, etc., are correct before proceeding with payment.
- C: For any payment issues, you will have to reach out to LifeWave Customer Service at +1(866) 202-0065, or email customerservice@lifewave.com, or click live chat on the website for further assistance.

Q: 7 ***HOW TO ACCESS U.S. NFR Products***
A: 7
- A: When shopping on LifeWave.com in Canada, hover over the "Products" tab in the navigation bar and select "Not for Resale." Note: this will be a separate order.

Q: 8 ***How does this affect enrollment kits?***
A: 8
- A: IceWave, Alavida Patches, and Alavida Trio will still be available in enrollment packs. All other products are temporarily unavailable for enrollment packs.

Q: 9 ***SHIPPING RELATED***
A: 9
- A: Do I have to pay for shipping on NFR Products?
  - i. All shipping fees and applicable taxes will be borne by LifeWave except for a small $0.01 shipping charge required by our order system.
- B: Will products come from Canada's distribution center?
  - i. If you proceed with U.S. NFR order, the order will be processed by the LifeWave, Warehouse in San Diego, USA.
  - ii. Alavida and Icewave will come from Canada warehouse and will require a separate order.
- C: Is there extra shipping time needed for NFR?
  - i. Yes. Your package may take longer than shipping times from the Canada warehouse.
- D: What happens if my parcel is undelivered?
  - i. Please reach out to LifeWave Customer Service at +1(866) 202-0065, or email customerservice@lifewave.com, or click live chat on the website for further assistance.
- E: What happens if I have accidentally rejected my parcel?
  - i. Please reach out to LifeWave Customer Service at +1(866) 202-0065, or email customer service@lifewave.com, or click live chat on the website for further assistance.
- F: Can I have my NFR orders shipped to an address outside of Canada?
  - i. No. NFR orders must be shipped to Canada.

Q: 10 ***What happens to my samples if I am a part of the preferred customer program?***
A: 10 You will continue to get your samples, but for foreseeable future all samples will be IceWave. Once resolved, the program will revert to its original form.