

# Quick Reminder - Refrigerated/COLD Product Delivery

## About Backorders

We As the weather is starting to warm up, we would like to take this opportunity to reiterate how Rener Health products handle refrigerated items. We carry a wide range of products which are refrigerated or 'COLD' products; these are products which require refrigerated storage and are primarily probiotic based products or various seed and fish oils. BioCeuticals and Orthoplex have gone to great lengths to ensure that their probiotics are of the highest quality. Both companies ensure that throughout shipping, handling and storage procedures, their products still contain the number of CFU's stated on the label. These products are tested at temperatures of 30°C for up to 11 days and still retain maximum viability. Product Quality/Viability statements are available from both companies and can be provided upon request.

**What to look out for when ordering COLD products:** We protect these items whilst in transit with reusable ice packs which are wrapped with the items. For further protection, we then wrap these items in recycled brown paper packaging and place a **fluorescent 'CHILLER'** sticker on the package, placing it safely in your order box. These ice packs may have melted by the time your order reaches you, however the products are still completely viable. Note that you have the option to purchase a styrofoam esky with your cold products if you wish.

**When to order COLD products:** If you are placing your order with Customer Service, you will be offered the option of holding your order until the next cool day, however if you are ordering via our online ordering website ([www.myrener.com](http://www.myrener.com)) or PharmX (pharmacies only) your order cannot be held as they are issued directly out to our warehouse. Please take care when ordering towards the end of the week - we wouldn't want your order sitting in a depo in hot weather over the weekend. Note that as a part of our terms and conditions of trade, customers accept responsibility for ordering cold items and Rener Health Products will not accept any returns or credits for product delivered as ordered and in accordance with the above.