

## **AUTO SHIP AND SAVE PROGRAM TERMS AND CONDITIONS**

**BY OPTING IN TO THE AUTO SHIP AND SAVE PROGRAM (the “Program”) YOU AGREE THAT WE MAY AUTOMATICALLY RENEW THIS ORDER AND SHIP PRODUCT TO YOU, AND YOU AUTHORIZE US TO CHARGE YOU FOR SUCH PRODUCT, UNDER THE TERMS OF THE PROGRAM EVERY 30 OR 60 CALENDAR DAYS (DEPENDING ON THE OPTION YOU SELECT WHEN SETTING UP YOUR ORDER), UNTIL YOU SKIP AN ORDER, OR CANCEL, AS SET FORTH BELOW.**

By opting in you agree to the following terms and conditions (the “Terms”). The Terms constitute the entire agreement between you and Alfasigma USA, Inc. and/or its affiliates (“Alfasigma USA”, “we”, or “us”) relating to the Program.

You will receive free 2-day shipping for each order for Product shipped under this Program. Unless modified by you, the Product will be shipped to the address you gave to us when you subscribed to the Program. Shipping is limited to addresses within the United States and Puerto Rico. The Program is limited to 2-unit packs of VSL#3<sup>®</sup> 112.5 and VSL#3<sup>®</sup> 450 (the “Product(s)”), with a maximum of two 2-unit packs per order, per subscriber. Single unit packs and cases of the Products are not included in the Program. All returns under the Program are subject to Alfasigma USA’s Return Policy.

### **PAYMENT**

The total cost to be charged to your payment method for each order under this Program will be the cost of the Product on the day that the order is processed, plus any applicable sales tax. Unless modified by you, the charge for each order will be billed to the payment method you gave us when you subscribed to the Program. If we are unable to complete your order with your existing payment method, you authorize us to contact you to obtain a new authorized method of payment. Unless modified by you, that method of payment will be used on all future orders. Orders will not be shipped until the payment has been successfully processed. A valid email address and credit or debit card is required to participate in this Program.

### **CHANGES TO THE TERMS AND PROGRAM**

We reserve the right to update or revise these Terms at any time. We will provide notice of any material changes to the Terms via a notice on [www.vsl3.com](http://www.vsl3.com). All changes will apply to future orders under your current subscription. We may, in our sole discretion, terminate your subscription at any time without notice. If we do so, you will only be charged for Products that have been shipped to you prior to cancellation. Subscriptions to this Program are void where prohibited. If any change to these Terms or the Program is found invalid, void, or for any reason unenforceable, that change is severable and does not affect the validity and enforceability of any remaining changes or conditions. **Your continued participation after we change the Terms constitutes your acceptance of the changes. If you do not agree to any of the changes, you must cancel your subscription. We reserve the right to terminate the Program at any time without prior notice.**

## SKIP/CANCEL AN ORDER OR TO CHANGE TERMS/SHIP DATE

You can skip the next regularly scheduled order or suspend your subscription at any time before an order is processed. A request to skip an order will only apply to the next regularly scheduled order. Orders will resume their normal schedule following the order you skipped. You can change your terms (30 or 60 calendar days only) or change your ship date at any time. **TO SKIP THE NEXT REGULARLY SCHEDULED ORDER, TO SUSPEND YOUR SUBSCRIPTION, CHANGE TERMS (30 OR 60 CALENDAR DAYS) OR TO CHANGE SHIP DATE SEND AN EMAIL TO [vsl3customerservice@alfasigma.com](mailto:vsl3customerservice@alfasigma.com) – PLEASE PROVIDE YOUR FULL NAME, CONTACT INFORMATION AND YOUR REQUESTED CHANGE. IF NEEDED A VSL3.COM CUSTOMER SERVICE REPRESENTATIVE WILL CONTACT YOU TO PROCESS YOUR REQUEST. EMAILS MUST BE RECEIVED BEFORE THE NEXT ORDER PROCESSES.**

## RETURN POLICY

Due to quality assurance standards, we do not accept returns of refrigerated products.

There are no refunds unless there is an error or damage related to an order or shipment.

If you have questions about your order, please contact Customer Support Monday through Friday between the hours of 8:00 AM – 8:00 PM ET at 866-GET-VSL3 (866-438-8753) or via email at [vsl3customerservice@alfasigma.com](mailto:vsl3customerservice@alfasigma.com).