



Shipping and Return Policy for VSL#3®

Delivery within the US only

- Orders are only shipped within the United States and Puerto Rico. Certain restrictions include:
 - A physical (home or business) address must be provided
 - No post office (PO) boxes
 - If an order is undeliverable or not accepted, return shipping charges may apply

Next Day Delivery (additional charges will apply)

- **UPS Next Day Air** may be requested for orders received Monday through Thursday

Standard 2-Business-Day Shipping

- Orders received before 3:00 PM Eastern Time (ET) Monday through Wednesday will be processed and shipped via UPS 2-day air the same day
- Orders received Wednesday after 3:00 PM ET through Sunday will be processed and shipped via UPS 2-day air the following Monday
- All orders are delivered Wednesday through Friday by 4:30 PM. In some residential areas, orders may be delivered as late as 7:00 PM

Payment and Processing

- Your credit card is charged when order is placed with a VSL#3® customer service representative
- Once the order has shipped, you will receive an email confirmation with tracking information and a link to check the status of your order

A signature for delivery is not required. Alfaisigma USA **is not responsible for stolen orders.**

If you have questions about your order, please contact Customer Support Monday through Friday, 9:00 AM to 8:00 PM ET by phone: 866-GET-VSL3 (866-438-8753) or by emailing: Vsl3customerservice@alfaisigmausa.com.

Shipping schedule: standard 2-Business-Day

When did I place my order?	What time did I place my order?	When will my order arrive?
Monday	Before 3:00 PM (ET)	Wednesday
	After 3:00 PM (ET)	Thursday
Tuesday	Before 3:00 PM (ET)	Thursday
	After 3:00 PM (ET)	Friday
Wednesday	Before 3:00 PM (ET)	Friday
	After 3:00 PM (ET)	Following Wednesday
Thursday - Sunday	Before 3:00 PM (ET)	Following Wednesday
	After 3:00 PM (ET)	Following Wednesday

Saturday delivery is not available at this time.

Return and Refund 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 9:00 AM – 8:00 PM ET at 866-GET-VSL3 (866-438-8753) or via email at Vsl3customerservice@alfaisigmausa.com