

Shipping Options & Costs

At Genuine Health, it is our priority to deliver your products as quickly as possible to ensure you can get healthier and happier, sooner.

We aim to keep our products in stock at all times and ship within 48 hours of receiving your order. Orders received before 2pm Eastern Standard Time (EST) will be shipped within 24 – 48 hours! Please note, couriers do not work holidays, so orders placed anytime on Saturdays, Sundays and holidays will not ship until the next business day.

At Genuine Health, we think it is important that you know the status of your order at all times. To this end, we provide you with full information throughout your order process.

- ✓ As soon as you place your order, you will see your total charge including shipping and can cancel before you offer your credit card for payment.
- ✓ Once you have placed and paid for your order, you will receive a confirmation email that will include an estimated shipping date.
- ✓ As soon as your order ships, you will receive another email providing tracking information so you know when to expect your order and can trace it at any time.
- ✓ Items that are out-of-stock are shown at the time of your order. You are charged for all items ordered immediately; backorders are shipped once available.

Shipping Destinations

We currently ship only to addresses in the United States, including non-continental USA addresses and USA's territories and possessions, US PO boxes, FPOs and APOs.

Shipping Costs & Methods

All orders shipping to the continental USA excluding PO Boxes, APOs and FPOs will go via UPS (United Parcel Service) Ground service UNLESS you live in the continental USA (excluding PO Boxes, APOs and FPOs) and choose to have your parcel sent via UPS Overnight service and pay the additional shipping fees associated with this rush delivery. Below is a [lead-time map](#) of the number of business days it will take your parcel to reach you after it leaves our warehouse in Buffalo, New York via UPS Ground.

Please note, UPS Overnight service means delivery 1 business day after the product ships. Genuine Health may not ship your order until 1 business day after we receive it, or longer during rush periods or due to out-of-stocks. However generally, orders received before 2pm Eastern Standard Time (EST), Monday to Friday excluding holidays will ship out the same day the order is received.

All non-continental USA addresses including [USA's territories and possessions](#), as well as PO Boxes, APOs and FPOs must ship via USPS (United States Postal Service) Ground

service. General delivery times range from 7 – 10 days or longer for non-continental addresses.

Carrier	UPS		USPS
Service	Ground	Overnight	Ground
Use for	All continental USA addresses excluding PO Boxes, APOs and FPOs.	You may choose OVERNIGHT service for delivery in the continental USA excluding PO Boxes, APOs and FPOs.	All addresses in non-continental USA including USA's territories and possessions, PO Boxes, APOs and FPOs.
Shipping & Handling Fee	\$5.99 per order up to \$100 before shipping, handling, coupons & rebates.	\$49.99 per order regardless of total order \$.	\$9.99 per order up to \$150 before shipping, handling, coupons & rebates.
Free Shipping & Handling	For orders \$100 and over before shipping, handling, coupons & rebates.	Not available.	For orders \$150 and over before shipping, handling, coupons & rebates.

