

An important part of your treatment plan is taking your nutritional supplements. Therefore, it is imperative that you do not run out of your supplements during your care. Taking your supplements daily keeps you on track and moving towards your health goals. Please contact us before you are going to run out. A good time to reorder is usually one week before this happens.

**ORDERING OPTIONS:** There are 3 ways you can place a supplement/product order: e-mail, telephone and text message.

**E-mail Orders:** *This form of ordering is the easiest and has the least chance for error.*

- E-mail orders will be processed through our website at [www.conceptsforhealth.com](http://www.conceptsforhealth.com).
- Click on the **products tab** and select supplement/product order form.
- Fill in all information on order form and click send.
- You will receive an e-mail response confirming receipt of your order.
- Your order will be processed within 24 hours (except on weekends and holidays).
- See below for delivery options.

**Telephone Orders:** *This form of ordering you will leave a voicemail.*

- To place a telephone order call 559-475-8611
- Review supplement/product order form to make sure you have all the appropriate information prior to calling.
- Include the following information on the voicemail: your name, date, e-mail address, product number, product name and quantity needed.
- Also include, delivery option drop ship or pick-up of your order. Drop shipment orders will need to include a mailing address. If you have received drop shipments in the past, we don't need your address unless it's changed or it's a different location.
- All telephone orders will be left on our voice mail system and processed daily (except weekends and holidays).
- You will receive a confirmation e-mail within 24 hours (except on weekends and holidays).
- See below for delivery options.

**Text Message Orders:** *This form of ordering has a greater chance of error.*

- Text your order to 559-240-1504.
- Review supplement/product order form to make sure you have all the appropriate information prior to texting.
- Include the following information on your text: your name, e-mail address, product number, product name and quantity needed.
- Also include, delivery option drop ship or pick-up of your order. Drop shipment orders will need to include a mailing address. If you have received drop shipments in the past, we don't need your address unless it's changed or it's a different location.
- To avoid unnecessary delays in your order, please check and recheck your text prior to sending.
- Your text will be forwarded to our product supervisor, Kristina, at [orders@conceptsforhealth.com](mailto:orders@conceptsforhealth.com).
- You will receive confirmation e-mail within 24 hours (except on weekends and holidays).
- See below for delivery options.

**DELIVERY OPTIONS:** There are 2 ways you can receive your supplements/products: drop shipment or pick-up at our office.

**Drop Shipments Orders:** Choosing this option, your order will be shipped to your physical address.

**Unfortunately, we are unable to drop ship to PO Boxes.** All drop shipment orders received before 12:00 noon will be processed and shipped the same day. There is a **charge of \$8.50 per shipment** and this fee will be added to your invoice. If your order totals \$300.00 or more in product (excluding tax), we will waive the \$8.50 shipping fee on that order.

**Office Pick-up Orders:** Choosing this option, you can pick-up your order during your scheduled office visit or arrange a time with our product supervisor to meet.

***Payment must be received by our office before your order is shipped or upon pick-up.*** We accept the following methods of payment: cash, check, money order or credit card (Visa, Discover, MasterCard and American Express). Orders of \$500.00 or more in product (excluding tax and shipment fees) will receive a 10% discount on that order.

All ordering correspondence will be done through our e-mail. Our product supervisor, Kristina, will be available to answer any questions that may arise. She can be reached at 559-475-8611 and/or at [orders@conceptsforhealth.com](mailto:orders@conceptsforhealth.com).