



QUALITY LIFE HERBS
P.O. Box 565 • Yarmouth, ME 04096
Phone Orders (207) 842-4929
Fax Orders (207) 846-3168
www.qualitylifeherbs.com

Answers to Frequently Asked Questions

When can I expect my order?

Website orders ship every 2-3 business days. We will notify you by email of the ship date upon receipt of your order.

Phone, fax, email and mail orders are processed once a week. We ship all orders from the prior week every Monday unless it is a holiday. Accordingly, if your order is received on a Friday, it will go out Monday; likewise, if it is received on a Monday, it will ship the following Monday.

U.S. Domestic orders are shipped by US Mail (2-3 days); International orders ship via Air Mail.

Can I take a combination of herbs?

Yes, all of our products may be taken at the same time. You may continue to take vitamins and other supplements as well.

I'm having trouble placing the order through the website/Paypal, what can I do?

For step by step ordering instructions, please click '[Orders via e-store](#)' on the **FAQs** or **Store** pages. If you are still experiencing difficulty, let us how your experience differs from the guide and we will resolve the problem.

Are there any side effects?

Some products may have certain benign and limited side effects. For example, Shou Wu Pian can cause loose stools and is not recommended for people with colitis or other intestinal disorders. All known side effects are stated in our product literature. Please review the information carefully.

Will the herbs interact with any medications or other supplements?

No.

Will Shou Wu Pian grow hair in unwanted places such as the face or arms?

No.

Will Shou Wu Pian darken blonde hair?

No, your hair should grow back in its natural color. However, if you have graying hair, Shou Wu Pian will cause some return to your original color.

For those products that suggest people avoid caffeine and alcohol, how much is too much?

You are likely to still see some results with a minimum of caffeine and alcohol use. For best results, we recommend that people avoid these substances. Green tea is the only product with caffeine that will not interfere with Quality Life Herbs products.

How soon before meals should I take the tablets?

For Shou Wu, Joyful Change, and Soothing Flow, our herbalists believe absorption rates are best when taken just prior to meals, i.e. at the beginning of the meal. It is okay to take the tablets during or after meals, but we do recommend taking these products with food. The labels also suggest consuming "warm" water with these tablets: room temperature is fine.

What is the self life of the products?

All of our products have an indefinite shelf life; they should be stored in a cool dry place.

Do you offer discounts?

For US Domestic orders only, we offer a 10% discount on ten items or more of Shou Wu Pian and Joyful Change or any combination of these two products. The shipping and handling charge for orders of this size is \$15 for shipments within the USA. International orders will be charged based on prevailing rates for Express Mail with tracking numbers. No discounts apply. So buy 9 and get the 10th bottle free.

Please note, our website credit card processing company, Paypal, cannot be programmed to calculate this discount. For website orders, please order 9 (nine) bottles and we will send the 10th bottle free. If you order a combination of Joyful Change and Shou Wu, please specify in the 'message box' which product should be the 10th bottle.

What is your return policy?

We accept returns of **unopened** products within 12 months of shipment date.

If you have any other questions or concerns after reviewing our product literature, kindly let us know by electronic mail; info@qualitylifeherbs.com.