



## Ship-to Services Delivery Promises United Kingdom



### Order Cut-off Time

Herbalife sets a standard Order Cutoff Time (i) for dispatching your goods. This is to assure we measure and maintain a high level of Customer Satisfaction. For United Kingdom the official cutoff time for dispatching your order with Same Day Departure Service is set at 18h00 from Sunday to Friday.

Northern Ireland the official cutoff time WH Venray Netherlands for dispatching your order with Same Day Departure Service is set at 13h00. Orders for Northern Ireland will be processed and dispatched six days a week commencing from Monday and concluding on Saturday.



### Delivery Lead Time

The delivery lead time (ii) for United Kingdom varies and is based on the postal code of the area where parcel needs to be delivered to. For United Kingdom the delivery lead time to main areas with Same Day Departure Service is 1 working day.

For United Kingdom the delivery lead time to Jersey and Guernsey with same day departure is 2 working days.

For United Kingdom the delivery lead time to Scotland with Same Day Departure Service is 2 to 5 working days, based on postcode.

The DPD delivery lead time (ii) for Northern Ireland from WH Venray Netherlands varies and is based on the postal code of the area where parcel needs to be delivered to. For Ireland the delivery lead time to main areas with Next Day Departure Service is 4 working days (ii).

The DHL delivery lead time for Northern Ireland from WH Venray Netherlands varies and is based on the selected shipping service. For Ireland, the delivery lead time with DHL Express Service is 1-2 working days.



### Shipping Notifications

Tracking Number for your order is provided by Herbalife via Email or web site, on dispatch of the order from Herbalife.

Courier Company will notify you via SMS by providing the tracking number, date and time of delivery on the start of the courier dispatch to your preferred location. (Valid mobile phone number needs to be provided during ordering process)



### Delivery Support

HCM MyHerbalife.com and Member Services: 0203 535 0908 Monday - Friday | 9 am - 4 pm

In case of exceptional delays due to weather conditions, strikes, technical issues, etc. we will notify you via email.

(i) Order Cutoff Time: An agreed deadline for Herbalife members to submit and fully pay the order to Herbalife for the earliest order dispatch service.

(ii) Delivery Lead Time: The expected number of working days for delivery from the moment the member order is ready for dispatch (submit and fully pay order) till the moment of the first order delivery attempted to the member or pick up point (excluding Weekends, Public Holidays)

**Herbalife**

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