

Q: What are my Zurvita shipping options?

A: Zurvita offers different shipping methods for each market. In the U.S., we offer various options from FedEx as well as USPS Priority. In Puerto Rico, we offer USPS Priority. For Canada, we utilize Landmark. For Mexico, we use EstaFeta.

Q: How much does it cost to ship?

A: Shipping prices vary based on location and weight of your package. Typically you'll find that shipping costs average around \$6-15. This may change based on your personal preference in shipping carrier and service delivery time.

Q: When will my order ship?

A: Orders received by 1 p.m. CT Monday – Friday will typically ship on the same business day. Orders received after 1 p.m. CT typically ship on the following business day. Holidays may delay delivery.

Q: How long will it take to receive my orders?

A: Delivery time varies based on the shipping method you've selected. The longest transit time that is offered is FedEx Smartpost in the U.S., which may take anywhere from 7-10 business days depending on location.

Q: Can I ship products outside of the U.S.?

A: Currently, we offer shipping in our open markets of U.S., Puerto Rico, Mexico and Canada.

Q: Can I ship products to a U.S. Army Post Office?

A: You can ship Zurvita products to U.S. military installations. USPS provides delivery service that typically takes up to 15 days.

Q: Can I ship to my P.O. Box?

A: Zurvita ships to P.O. Box addresses within the U.S. using USPS.

Q: I never got my shipment. What do I do?

A: Please contact Zurvita Customer Service at 1-844-987-8482.

Q: I provided the wrong address. What do I do?

A: Contact Zurvita Customer Service at 1-844-987-8482. There may be a charge of \$13-15 to reroute or reship your order which is then passed to the carrier to make necessary adjustments if eligible.

Q: My shipment was damaged or I was provided with an incorrect order. What do I do?

A: We can help! Please Contact Zurvita Customer Service at 1-844-987-8482 within 30 days for a replacement order. Please also send in a picture of the damaged box to hereforyou@Zurvita.com with a reference to your Customer ID number or Order number so we may submit a claim on our end.

Unanticipated Shipping Delays

From time to time, Zurvita may experience a high volume of orders and shipping may be delayed. Other factors that may result in unanticipated shipping delays include but are not limited to manufacturing delays, shipper delays, product shortages or other factors beyond Zurvita's control. All orders will be processed in the order they are received. If you have any questions, please feel free to contact our customer support team. Customer support representatives are standing by to answer your questions via phone and email. We appreciate your patience and are doing our best to ship all orders on time.

Coronavirus-Related Shipping Delays and Complications

Our warehouse is still operational, and every precaution is being taken to ensure the health of our employees. Through our partners, we are still fulfilling orders on a daily basis but things may be moving slower than they would be in normal circumstances. Our standard monthly fulfillment timelines may be delayed. Please be patient as we work to get shipments out as quickly as possible, with everyone's safety in mind.