

# Refrigerated and Temperature Sensitive Products

## Refrigerated and Temperature Sensitive Products

All year 'round, practitioners, clinics, pharmacies and retailers require the refrigerated and temperature sensitive products that we supply. As we are currently unable to provide refrigerated logistics, we would like to take this opportunity to remind customers how Rener Health Products handle these products.

### **Probiotics**

Major suppliers have gone to great lengths to ensure that their probiotics are of the highest quality, testing that after shipping, handling and storage procedures, their products still contain the number of viable CFU's as stated on their label. Probiotic Viability Statements are available from these major suppliers and can be found below.

We protect refrigerated products whilst in transit with reusable icepacks which are bundled with the refrigerated products. For further protection, we then wrap these items in recycled brown paper packaging and place a fluorescent 'CHILLER' sticker on the package, placing it safely in your order box. Nevertheless, these icepacks may have melted and products may still reach you quite warm, depending on the weather your area is experiencing. These products require discernment by the customer on ordering as [Terms and Conditions](#) apply. Please consult the Probiotic Viability Statements below in addition to our Terms and Conditions prior to contacting us about any issues of this nature; under regular circumstances, we are unable to provide credits or replacements should your order arrive hot/warm.

### **Temperature Sensitive Products**

Products such as coconut oil, lip balms, raw butters, fish oils, deodorants and chocolates are sensitive to heat and are likely to be damaged in higher temperatures. These products also require discernment by the customer on ordering as [Terms and Conditions](#) apply; under regular circumstances, we are unable to provide credits or replacements should your order arrive warm/hot, melted or otherwise temperature damaged.

### **When to order Refrigerated and Temperature Sensitive products:**

**Our warehouse are required to process all orders as they are received.** If you are placing your order with Customer Service, you will be offered the option of holding your order until the next cool day, however if you are ordering via our online ordering website MyRener, your order cannot be held as they are issued directly out to our warehouse. Please take care when ordering towards the end of the week - we don't want your order sitting in a courier depo in warm/hot weather over the weekend. Note that as a part of our [Terms and Conditions of Trade](#), customers accept responsibility for ordering refrigerated/temperature sensitive products and Rener Health Products will not accept any returns or credits for product delivered as ordered and in accordance with the above.

### **What else do I need to know?**

Customers order refrigerated and temperature sensitive products at their own risk; please take care when selecting these products, taking into account weekends and warm/hot weather. Outside of extenuating circumstances that will be evaluated at Rener Health Products' discretion, we cannot offer credits or returns for products arriving warm/hot when we have taken the above steps and delivered within our stipulated times frames (see [Delivery Information](#)). Kindly note that each refrigerated product on our MyRener ordering site contains a disclaimer in line with our Terms and Conditions of Trade. After consulting the relevant abovementioned documentation, should you have any further queries, please do not hesitate to contact us.