

# Rener Health

PRODUCTS

## COLD PRODUCTS

### REFRIGERATED/TEMPERATURE SENSITIVE PRODUCTS

- Smaller orders with refrigerated lines will be packed with complementary ice packs & foil packaging.
- Larger orders will be packed with icepacks inside a box lined with Enviro Insulation. The Enviro Insulation acts like an esky, helping to stabilise internal temperatures for longer periods, however in extreme heat, your order may still be delivered warm.
- Most probiotic products are manufactured to standards that compensate for delivery times and temperature variances - please see MyRener for further information and Probiotic Viability Statements from our major suppliers.
- We do not recommend ordering refrigerated or temperature sensitive items and those such as chocolates, butters, balms, deodorants and oils in hot weather, however you may do so at your own risk. To safeguard your order, please refrain from ordering these products on Fridays or when the temperature is expected to exceed that which will keep your products viable. All orders received by our warehouse are processed as they are submitted as we are unable to hold orders for the next cool day. Please also note that we cannot be responsible for delays in delivery or non-attendance when a delivery has been attempted.
- Please note that we do not advise Australian north areas order these products in the warmer months.
- Whilst every attempt is made to ensure adequate packaging and delivery, we do NOT accept liability for product delivered warm – goods are ordered and dispatched at your risk.
- As we use third party non-refrigerated couriers and our weather can be somewhat unpredictable, we cannot approve of any credits or returns associated with orders arriving warm/hot.
- Alternatively, you may like to arrange to collect your order from our warehouse. Choose the “Collection” option when placing your order.

Thank you for your understanding.

[Terms & Conditions](#)

[Shipping & Collections](#)



ONLINE ORDERING  
[WWW.MYRENER.COM.AU](http://WWW.MYRENER.COM.AU)



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