



FREQUENTLY ASKED QUESTIONS

Jusuru Canada

Frequently Asked Questions (FAQ):

What products are available in Canada?

Jusuru Life Blend, Jusuru Pet Blend and Stromaderm™ serum are available in Canada.

How much do Jusuru products cost in Canada?

The chart below lists the wholesale prices of Jusuru products in Canadian Dollars (CAD):

Item	Wholesale Pricing	Preferred Pricing	Retail Pricing	Volume Points	Shipping
4 Bottles (1 Case)	\$155.00 CAD	\$187.95	\$220.95	140	\$18.50 CAD
2 Bottles (1/2 Case)	\$77.50 CAD	\$93.95	\$110.95	70	\$16.50 CAD
Life Blend 4 Case	\$558.00 CAD		\$620.00	504	\$74 CAD
Life Blend 10 Case	\$1,330.00 CAD		\$1,550.00	1,200	\$185 CAD
Pet Blend 1 Bottle	\$55.00 CAD	\$67.95	\$79.95	50	\$12.50 CAD
Pet Blend 3 Pack	\$155.00 CAD	\$169.95	\$199.95	140	\$12.50 CAD
Pet Blend 12 Pack	\$550.00 CAD	\$667.95	\$784.95	500	\$12.50 CAD
Stromaderm	\$75.00 CAD	\$89.95	\$106.95	70	\$12.50 CAD
Stromaderm 5 Pack	\$337.50 CAD	\$407.95	\$479.95	315	\$12.50 CAD
Enrollment	\$44.95* CAD			0	\$13.50 CAD

*All new enrollments prior to October 31st are complimentary

Does Jusuru Life Blend cost the same in the US as it does in Canada?

The price of Jusuru Life Blend in Canada is slightly higher than the US due to the NHPD process guidelines and importing requirements of getting the product from the point of manufacture in the US to a distribution center in Canada, Canadian imposed taxes, brokerage and customs fees, as well as other handling fees that are not a factor with US pricing. Jusuru International has gone to great extent to keep the pricing of the product as low as possible.

Can a Canadian iRep purchase a starter kit?

Not at this time, Canadian iReps will be able to purchase a Canadian starter kit in their iRep Office in the near future.

Are there any limitations on how much product can be purchased by an individual in Canada?

There are no limits to how much product can be purchased by an individual. Bulk pricing is available on Jusuru products.

Are Canadian iReps eligible for Jusuru Autoship Rewards (JAR) points?

Yes, any active Canadian iRep on autoship of 140 PV or more will accrue JAR points, as long as they do not cancel their autoship. Points will be calculated as of the program start date of February 1, 2012, for both Canadian and US iReps. Cancellation of autoship will result in forfeiture of JAR points.

Is there a distribution center in Canada? Where is it located?

Yes, Jusuru has a distribution center in Canada. It is located in Georgetown, Ontario. The pickup address is Fraser Direct, 100 Armstrong Ave, Georgetown, ON L7G 5S4.

Is there a "pick up" option available at the Distribution Center? If so, will there be a fee?

Yes, there is a "pick up" option available at our Canadian Distribution Center. The cost is \$6.95 CAD per-case for pick up. Please contact Jusuru support at support@jusuru.ca or call 855.862.3968, for guidelines prior to pick up.

How long will it take to receive Jusuru Life Blend?

Expected shipping times for Canada are as follows: 5 business days to west coast, 1-2 business days for the greater Toronto area.

Will there be Canadian marketing materials and starter kits available? Will they be in French?

Yes, there will be Canadian marketing materials and starter kits available in both English and French. At this time there is limited availability of Canadian-approved marketing materials. As they become available it will be announced.





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How are commissions paid in Canada? Are they paid in Canadian Dollars (CAD)?

Commissions are paid in Canada by EFT (Electronic Funds Transfer) in Canadian Dollars (CAD).

When do I get my first commission payment?

Fast Start commission payments are made on a weekly basis, and month-end commissions on the 10th of each month for the previous calendar month.

How do I contact Jusuru support from Canada?

Canadians may contact the Jusuru support team on our toll-free Canadian line 855-862-3968, or by emailing support at support@jusuru.ca. Support is available in both English and French during normal business hours of 8am – 6pm Pacific time.

What is the return policy? How do I process returns?

Our return policy is 100% for 30-days on any unopened product, less the cost of shipping, and 90% up to 90-days on any unopened product, less the cost of shipping. To return product, contact Jusuru support for an RMA number and shipping instructions.

Are there any events scheduled in Canada?

To see all events currently scheduled in Canada, please visit your replicated website or www.Jusuru.ca and click on “meetings and events”. Having an event of your own? Let us know at events@jusuru.com.

Will corporate be hosting any calls or webinars specifically for the Canadian market?

Canadian iReps are invited to join Jusuru corporate webinars and calls on a weekly basis, and any Canada-specific calls will be announced to the field.

How will I stay up to date on the latest Jusuru Canada news?

Jusuru will update all iReps on a weekly basis via email on our “Success Weekly” eNewsletter. Canadian iReps are encouraged to make sure they have a valid email address in our system so that they can stay up to date on the latest announcements, news and events.

Will Jusuru Life Blend in Canada be any different than Jusuru Life Blend in the USA? What about other countries as we expand internationally?

Yes. Based upon the Natural Health Product Directorate guidance, we have made adjustments to our Canadian Jusuru Life Blend formulation in order to comply with important Health Canada guidelines regarding acceptable health ingredients. The difference between the two is that the Canadian formulation will contain all ingredients except resveratrol, lycium, jujube, and nopal. We have, however, replaced these ingredients with additional mangosteen, which has proven similar anti-inflammatory benefits as resveratrol. This will not change the efficacy of the product in any way. In fact, Jusuru Life Blend’s power comes from BioCell Collagen and anti-oxidants that are derived from a blend of superfruits.

Working closely with regulatory agencies, we have identified the following claims that can be made on Canada’s Jusuru Life Blend:

- Helps to relieve joint pain associated with osteoarthritis of the hip and knee
- Helps to maintain healthy skin
- Helps the body to metabolize fats and proteins
- Helps in the development and maintenance of bones, cartilage, teeth, and gums
- Helps in connective tissue formation
- Helps in wound healing
- Helps maintain good health
- Supports Younger looking skin, healthy aging, active joints

As a background, the goal of the Natural Health Product Directorate (NHPD), which is one of the world’s most stringent regarding dietary supplement regulations, is to ensure the safety, quality, and efficacy of NHPs and to establish industry standards that apply to every natural health product. A Canadian “Natural Health Product (NHP)” is synonymous with “dietary supplement” or “nutritional supplement” in the USA. Every product, unless it is to be considered a food or a pharmaceutical drug, must be approved by the NHPD and is assigned an eight-digit Natural Product Number (NPN). All ingredients used in natural health products must exist in the NHPD’s database of approved natural health ingredients, including and not limited to the species of the plants or fruits that are being used. USA





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Will Jusuru Life Blend in Canada be any different than Jusuru Life Blend in the USA? What about other countries as we expand internationally? *(Continued)*

regulations differ, where there are strict guidelines with cGMP compliance, however a dietary supplement does not need to be approved by the FDA prior to its distribution (hence the FDA disclaimer on product labels or marketing materials). Health Canada has a very different perspective on natural health product guidelines than that of the Food and Drug Administration in the USA. Nonetheless, our family of companies has a long history in Canada, particularly in product manufacturing and with BioCell Collagen distribution, and therefore, our manufacturing company, GMP Labs, has been awarded a Foreign Site Reference Number by the NHPD of Canada. This "ensures that Canadians have access to natural health products that are safe, effective and of high quality..." and that our manufacturing facility is not only cGMP compliant, but meets Health Canada's broad spectrum of expectations to be annexed as an extended manufacturing plant.

As we expand into other countries, we will indeed need to make some adjustments with our formula, depending on the country's regulations and list of accepted ingredients. We will never make changes that will ever sacrifice the integrity or efficacy of our product. We look forward to introducing Jusuru to many countries as we continue to grow and expand.

Is Jusuru Life Blend approved by Health Canada?

Yes. Jusuru Life Blend is approved by Health Canada and has been issued an NPN number accordingly.

