



CANADA FAQ

Is AdvoCare closing down?

Absolutely not! As our business evolves and we continue to focus on our great customers and products, this shift was one that made sense for the business overall.

Why are we closing business in Canada?

We consider every business action with extreme care, and we did not make this decision lightly. Without a doubt, we appreciate every order that has been placed. However, to continue to grow our domestic business, it has become clear that with rising costs and challenging economic environments we will need to make a change and end our operations in Canada by March 29, 2023.

What happens to my account?

If you are a Canadian Customer or Distributor your account will be disabled as of March 30, 2023. You will no longer be able to place any orders on advocare.com.

If you are a US Customer, nothing changes! AdvoCare will continue to support you through one of our U.S. Distributor accounts, and you can place orders on advocare.com as usual.

Can I still place orders after the close date on March 29, 2023?

If you are a Canadian Customer or Distributor, you will no longer be able to place any orders on advocare.com.

If you are a U.S. Customer, you will still be able to place orders on advocare.com per usual.

When will I receive my last commission check?

Eligible Canadian Distributors will receive their last commission payment on April 7, 2023, for the Pay Period ending April 4, 2023.

Can I order products on my US account and ship them to Canada?

The U.S. and Canada have strict guidelines on regulating business and trade between the two countries. These guidelines restrict you from ordering products using a U.S. account and then shipping them to Canada.

Will I get reimbursed for sign up or renewal?

Yes, we will process automatic refunds for enrollment or renewal fees charged as of February 10, 2022, before the end of February 28, 2023.

Can I return what I have for a refund?

Yes, we will process all refunds according to our standard refund policy.

What is the last date I can order products to be shipped to Canada?

The final day to order products to be shipped to Canada is March 29, 2023.