



Canada FAQs

Q: Why is there an “Are you from Canada” button on the AdvoCare.com website?

A: As a result of our recent Major League Soccer sponsorship, Canadian fans will now be introduced to the AdvoCare brand. We are working through the proper channels in the Canadian government to lay the groundwork for Canadian Distributorships. Until then, Canadian consumers may visit the www.advocare.com website.

Q: Will Canadians be able to become Distributors, now or in the future?

A: AdvoCare is working diligently with the proper channels in the Canadian government to get permission for AdvoCare to offer Distributorships in Canada. At this time AdvoCare and its Distributors are not authorized to sign up Canadian Distributors.

Q: Is AdvoCare expanding into Canada permanently or for a limited time only?

A: AdvoCare plans to permanently expand into Canada as part of the company’s overall strategic growth plan.

Q: Is AdvoCare looking to expand into other countries?

A: AdvoCare is always open to evaluating expansion possibilities that are a good fit for the organization.

Q: Will U.S. Independent Distributors receive profits from Canadian retail sales?

A: Canadian regulations do not allow for U.S. Independent Distributors to conduct business or earn a profit from sales in Canada before AdvoCare is approved by the Canadian government to operate as a direct-selling company in that country. AdvoCare is currently working with the Canadian government to obtain that approval, but this process takes some time. During this initial phase, all retail profits from sales in Canada will be used to establish AdvoCare officially in Canada and once established, those profits will be used to market the AdvoCare brand, products and business opportunity in Canada.

Q: Can U.S. Distributors ship AdvoCare products to Canadians?

A: No. Only AdvoCare Corporate may directly ship products to customers. It is likely any products shipped by U.S. distributors will be seized by Customs officials.

Q: Are there limitations to what I can post on my AdvoCare Distributor website or social media about the Canada sales launch?

A: Online posts to social media and other digital platforms regarding the Canada sales launch are not authorized, and may jeopardize AdvoCare’s ability to fully open the Canadian market.

Q: Will AdvoCare have separate social media pages for the Canadian audience?

A: Once AdvoCare opens the Canadian market and obtains permission from the Canadian government to do so, AdvoCare may have social media pages for the Canadian audience.

Q: Can Canadian customers participate in AdvoCare networking events, such as AdvoNation or Leadership School?

A: Not at this time.

Q: Can Distributors reach out to Canadians on social media to encourage them to purchase products?

A: No.

Q: Are U.S. Distributors allowed to travel to Canada to encourage online product purchases/host AdvoCare gatherings?

A: Not at this time, as it would jeopardize the ability for AdvoCare to be allowed to operate as a direct-selling company in Canada.

Q: What if I want to sell products to customers, friends and/or family in Canada?

A: Any Distributorship that ships or advertises AdvoCare products to Canadian consumers will be subject to disciplinary action, within the sole discretion of AdvoCare International, LP.

Q: Can I advertise, post on social media, or create a website or blog about AdvoCare and Canada?

A: Not at this time. Any Distributorship that ships or advertises AdvoCare products to Canadian consumers will be subject to disciplinary action, within the sole discretion of AdvoCare International, LP.

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Q: Why do I see a different amount refunded when I return AdvoCare products that I purchased?

A: You may see an increase or decrease in the amount you have refunded.

1. There are international fees required for your purchase through your credit card that will not be reflected in your refund.

2. The total amount shown on your returned item depends on Canada's current exchange rate at the time of the refund. This may be a larger or smaller amount depending on the exchange rate.