



## **MAGSENSE**

### **Is there a difference between Magnesium Glycinate and Magnesium Bisglycinate?**

No, they are the same thing.

### **I have purchased a powdered product, but it went very hard on me. Do you know how I can make it soft again? Is this common?**

Yes, this is common, especially if the lid is not tightly secured after each use since there is then the possibility of moisture getting into the container. Moisture in the container causes the product to clump and/or go hard. Try using a spoon to break up the product and make sure you secure the lid tightly after each use. There are also dessicants in the containers that are intended to help with this issue.

### **Where do you source your products from?**

All of our products are manufactured at a GMP facility certified by Health Canada. All raw materials come in and are tested for purity, safety and potency. If they do not meet our standards they are rejected and sent back or destroyed. We use the highest quality ingredients available. Many of our products contain proprietary patented ingredients that have been clinically researched. We also use organic whenever we can.

### **Are your products gluten free?**

All of our products are manufactured in a facility that is not dedicated to be gluten free. Therefore we cannot guarantee that any of our products are gluten free since there is always a possibility of cross-contamination.

### **Are your products peanut free?**

Following compliance with food regulations, in order to make a negative claim such as "peanut free", it would be necessary to insure a zero tolerance of any peanut traces, including the possibility of cross contamination. Although our manufacturing facility has a policy in place for allergen control, there is no specific policy for peanuts, nor is there a specific "no peanut agreement" with our raw material suppliers

### **Can your products be used after the expiry date has passed?**

Supplements generally keep their potency long after the expiry date. There is certainly no safety issues with consuming after the expiry date has passed however the potency degrades over longer periods of time.

### **Do all of your products have NPN numbers?**

Some of our products have received NPN numbers. Others are in the application process or are waiting to be reviewed by Health Canada.

### **If a product does not specify "vegetarian capsule", then what is it made from?**

These capsules are gelatin capsules sourced from either pork or beef.



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**Are any of your products "vegan-friendly"?**

Yes, AdrenaSense, BioSil, EstroSense and MenoSense (from our Preferred Nutrition and WomenSense lines), our MacaPunch Products and the Ultimate Anti-Stress Vegan formula are all vegan friendly.

**Can I purchase products directly from you? I went to a health food store and the prices seem very expensive.**

We only sell to Health Food stores since they have a personal commitment to the natural health lifestyle. Consumers are then able to buy our products from knowledgeable staff that are genuinely interested in helping people be well - people who care! Always be sure to look for in store promotions or coupons when you are making your purchases as this can help alleviate your cost concerns.

**Do all health food stores carry all of your products?**

To find Health Food stores in your area that carry our products, please click on "Store Locator" at the top of this screen. All you have to do is enter your postal code and you will be given a list of retailers in the radius that you choose. We do recommend calling ahead to see if they stock the item you are looking for and in most cases if a store does not normally carry something, they will offer to do a special order for you.

**Are any of your products tested on animals?**

No, there is no animal testing on any of our products.

**Should your supplements be taken with or without food?**

Most of our products will specify directly on the bottle whether they should be taken with a meal or not. If nothing is stated, then the choice is yours as to when the best time is for you to take them.

**I like the sound of many of your products. Am I able to take different formulas at the same time?**

Yes, it's safe to combine various WomenSense products to help support the body in achieving optimal health. The same applies to the Balanced Planet products, Dr. Whitaker's formulas and to Brad King's. If you are unsure of any combination, then please consult your Health Care Practitioner.

**I have heard that drinking green tea along with my supplements will end up flushing out all the nutrients? Is this true?**

No, you are fine taking your supplements with green tea. Coffee inhibits the absorption of nutrients, but the caffeine in green tea will not pose the same problem.

**Can you tell me if I can combine any of your supplements with the medication(s) I am on, as prescribed by my doctor?**

It is best to consult your Doctor or alternative Health Practitioner before taking any new supplements while on medication.

**Can I take your products when I am pregnant or breastfeeding?**

We are not able to make any recommendations with any of our products when it comes to pregnancy or while nursing. You must contact your Health Practitioner, Naturopath or Pharmacist.



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**I understand that you put a recommended dosage on your labels, but I can take more or less than that, right? And, really, do I have to take the product every day?**

With regards to the recommended dosage, we would suggest you speak to your Doctor or Health Care Practitioner before increasing any amounts. As with any supplement you can determine your amount based on your personal preference - if you find that a product works for you immediately then you should be fine to take it just on the days you feel you need it, but again we suggest you discuss this with you MD or HP. Some consumers find that a product needs to be in their system for a few days to a few weeks before they notice results and/or feel the full benefits.

**I don't understand why when I purchase your product and open the bottle, the contents don't even fill 1/2 of the packaging that is being used?**

The containers we use are determined based on product fill and required label information, as well as capsule count when/where applicable. Sometimes we do have to use a larger bottle than seems necessary because of the information required on the labels - requirements both from Health Canada and in order for the label to be clear and legible to our consumers. Also, in a case where we are offering larger volume (ie/ 400g versus 200g or 180 capsules versus 90 capsules), then we have to put the contents in a bigger container in order for there to be differentiation on the shelf.

**What is your 100% money-back guarantee?**

Our 100% money back guarantee ensures that if a customer is not completely satisfied with their purchase, they can return it to their point of purchase and we will credit the Health Food store 100% of their purchase price from us. We cannot dictate if a store will give cash back or an in-store credit ~ but we do promise to credit them, regardless of the reason for the return.



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