



VITAMIN B-12

Does this product contain lactose?

Yes, this product does contain lactose.

What does "sublingual" mean?

It means you dissolve the tablet under your tongue. Don't chew it or swallow it whole.

Is the Preferred Nutrition Vitamin B12 GMO free?

No, our Vitamin B12 is not considered GMO free. Upon investigation we have received confirmation that there are one (or more) genetically modified ingredients in this product.

Is Preferred Nutrition's Vitamin B12 gluten free?

Yes, we do have confirmation on file that there is no gluten added and no gluten present in our Vitamin B12 formula. However, our manufacturing facility is NOT a gluten free facility, and as we do process products that contain gluten we are unable to confirm 100% that there is no possibility of cross contamination.

Do all of your products have an NPN?

Yes, all of our products have been issued a Natural Product Number (NPN) by Health Canada – these numbers do appear on our labels. Further Natural Health Product criteria and information can be found on the Health Canada website www.hc-sc.gc.ca Under the Food and Drugs Act items that are considered a food – for example, our protein powders and herbal teas – do not require an NPN.

Are your capsules GMO free?

Yes, our vegetarian capsule shells, our gelatin capsule shells and our softgel shells are all non-GMO.

Are your products GMO free?

Confirmation for many products has been listed separately as to whether or not GMOs are present in the formula or if any ingredients have come from a genetically modified source. If nothing is indicated on the FAQs then we are still in the process of having testing done and the product information will be updated once complete. This information will be updated on our website, as well as on our product information sheets and on our labels. This will be done as quickly as possible and on a product-by-product basis.

Are any of your products tested on animals?

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



www.pno.ca

Why have your cautions and your recommended/suggested usages changed so dramatically on many of your labels?

The changes you are noticing to our suggested usage and cautionary statements have been at the directive of Health Canada. There have been many regulatory changes with regards to Natural Health Products causing companies to change their labels accordingly. We update our website, product information sheets and labels on the actual products to reflect these regulations as quickly as we possibly can. Health Canada and the industry representing natural health products act according to the interest of consumers and their safety. As a result, if there is any concern with an existing condition, a caution is added to advise the consumer to seek out feedback from their Health Care professional.

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.

Will this product help me lose weight?

There is no such thing as a "magic" pill or product - the only way to succeed (and maintain) true weight loss is by adopting a healthy lifestyle combining adequate exercise and proper nutrition. If you are concerned about poor eating habits or cravings, then we recommend you seek advice from a Nutritionist or Naturopath to obtain some guidance on healthy eating, as well as to investigate possible underlying (or undiagnosed) hormonal imbalances, which can make it harder to lose weight. You might also want to consider speaking with a personal trainer to help you discover a fun fitness program that you enjoy - because, no matter what, in order to achieve and maintain any type of weight loss, exercise is required. Our vitamins and supplements are designed to help you in your quest to a daily, healthy lifestyle, however it also requires effort on your part.

Are your products gluten free?

Confirmation for many products has been listed separately as to whether or not gluten is added and/or present in the formula. If nothing is indicated on the FAQs then we are in the process of having gluten testing done and the product information will be updated once complete. Please be advised however that our manufacturing facility is NOT a gluten free facility.

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.

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.

Are any of your products "vegan-friendly"?

Yes, AdrenaSense, EstroSense, MenoSense, BioSil, Medi-C Plus, Magnesium and MagSense (from our WomenSense and Preferred Nutrition product lines), the Healing Teas, our Ultimate Maca Energy products and the Ultimate VEGAN line are all vegan friendly.



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Why can't I find any prices on your website?

Preferred Nutrition is the wholesale distribution company for the products on this website, however we sell exclusively to Health Food stores & selected Natural Pharmacies across Canada, not directly to the general public. Because the prices of our products can vary from store-to-store, we are unable to list our suggested retail prices (SRP) on our website. We recommend you contact your local retailer and inquire about prices directly with them.

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

We distribute our products in Canada only and we sell directly 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.

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. In general, however, most vitamin supplements should be taken with food because once eating starts the digestive process, enzymes and gastric juices are generated and usually the nutrients will be absorbed and assimilated better.

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 Preferred Nutrition line, Dr. Whitaker's formulas and 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 prescribed medication. If you have been approved to add our supplement(s) to your daily regime, then we do recommend that you space the medication and the supplements out by at least one hour.

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.



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.

I bought a bottle of your product, and although it seemed to feel lighter than usual, I didn't think much of it, until I opened the bottle and discovered that there is nowhere near the amount of capsules inside as there should have been. How can this happen?

As part of our corporate policy and Good Manufacturing Practices (GMP) requirement, our procedures incorporate routine in-process checks plus a final examination of the finished product to ensure conformance to all aspects of quality, including correct product count. There are a number of checks and balances performed by both Production and Quality Assurance personnel prior to, during, and after the packaging operations to ensure that product under-counts do not happen. Although product under-counts can happen, this occurrence is rare. Should you discover that your bottle is far below the label claim count upon opening - we recommend you return it to your point of purchase as per our 100% customer satisfaction guarantee.

What is your 100% money-back (customer satisfaction) guarantee?

Our 100% money-back/customer satisfaction guarantee ensures that if a customer is not completely satisfied with their purchase, they can return the unused portion of the product (in its original packaging) back 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, nor can we override store policies already in place ~ but we do promise to credit them, regardless of the reason for the return.

