

Help and Frequently Asked Questions

Our Customer Care Team is available to support you at, [customercare@820Direct.com](mailto:customercare@820Direct.com), or if you prefer direct communication, please call us at, 888-762-2739, Monday through Thursday from 8am to 5pm Eastern Time and Friday from 8am to 12pm Eastern Time.

820Direct FAQ's

[What Is Your Return Policy?](https://www.dietdirect.com/faq#collapseOne)

Because we are a Certified Safe Quality Food (SQF) manufacturing facility, our Good Manufacturing Practices Policies do not allow us to accept returned consumable products once it’s left our fulfillment center. However, your complete satisfaction is very important to us. If we’re notified with 14 days of proof of delivery, that the wrong product(s) was ordered, the wrong product(s) was shipped or damaged during shipping, we’ll issue you a credit (less shipping costs), or exchange for product(s) of equal price. Shipping charges, if applicable, are non-refundable.

[How Is My Personal Information Kept Private?](https://www.dietdirect.com/faq#collapseTwo)

We value and protect your privacy. The information we collect on our site is used to make your experience more efficient. 820Direct does not and will not sell your email address to any other company. Changing your email preferences or unsubscribing from any promotional mailings is as easy as clicking on the link on the bottom of each mailing, unchecking a few boxes and clicking a button.

820Direct uses secure servers and technologies to protect your information and that of your customer/patient. To further protect you, our site is tested and certified by McAfee Secure on a daily basis. All information sent through 820Direct e-stores – including credit card numbers and passwords – is encrypted using Secure Sockets Layer (SSL). The only systems that have access to your credit card and billing information is the payment merchant, Stripe, that will process your orders.. 820Direct is dedicated to maintaining high security standards and continuously reviews our policies and practices to protect your information.

For more information on our Privacy Policy please click [here](file:///C:\Users\mtesta.FSC\Documents\820%20Direct%20Fulfillment%20Sample%20Web%20Order%20Form_files\820%20Direct\E-Store%20Docs\820Direct%20PRIVACY%20POLICY.pdf).

[How Much Will Shipping Cost?](https://www.dietdirect.com/faq#collapseFive)

Flat-rate shipping within the United States is via UPS Ground or SurePost via USPS. Please see our [Shipping Zone Map](file:///C:\Users\mtesta.FSC\Documents\820%20Direct%20Fulfillment%20Sample%20Web%20Order%20Form_files\820%20Direct\E-Store%20Docs\SHIPPING%20ZONE%20CHARGES.docx) for current rates. Please note, due to the continued volatility of increased shipping costs by all carriers, shipping charges are subject to change with little to no notice.

[How Soon Will My Order Arrive?](https://www.dietdirect.com/faq#collapseSix)

We understand that timely order processing, shipment and delivery are important in helping your customer/patients reach and stay on top of their health and wellness goals. Weekend orders are shipped on Monday and holiday orders ship the first business day after the holiday. Once an order is placed, we do everything in our power to get it headed in your patient’s/customer’s direction quickly. We aim to process orders within 2 business days Monday-Thursday. Order processing **does not** occur on weekends or holidays. Due to the continued volatility of increased shipping costs, 820Direct is not offering expedited shipping at this time. Orders placed after 2:00 pm EST enter the fulfillment process the following business day.

Flat-rate shipping within the United States is via UPS Ground or SurePost via USPS. Ground shipping generally has a delivery time of 2 to 5 days within the Contiguous United States. UPS and USPS do not deliver to APO, FPO, DPO or PO Boxes. Tracking numbers are emailed upon shipment and can be tracked on the carrier's websites for package travel history, estimated delivery dates and proof of delivery confirmation.

[What About Back Orders?](https://www.dietdirect.com/faq#collapseSeven)

If an item you ordered is out of stock when we receive your order and will not be available within 48 hours, we will send you the items that are in-stock without delay. Backordered item(s) will be sent at our expense as soon as they become available.

[How Can I Add To Or Cancel An Order?](https://www.dietdirect.com/faq#collapseSeven)

Once an order has been placed and paid for through the 820Direct e-store the order cannot be modified on the e-store. However, you can email New Start Medical at [info@newstartmedical.com](mailto:info@newstartmedical.com) and our team will work with you to add/remove products to an existing order.

To cancel an order that was placed and paid for through the e-store, you are able to cancel an order on behalf of your patient/customer by calling our Customer Care Team at, 888-762-2739, with 8 hours of placing the order. Because your patient/customer has already paid for the order, you will be required to issue a refund or credit in accordance with your individual cancelation policy.

[How Do You Handle Warm Climate Shipments?](https://www.dietdirect.com/faq#collapseSeven)

Although we promptly ship all orders from our climate-controlled warehouse, we have no control over the conditions your package(s) may encounter on the trip from our door to yours. Avoid packages being left outside for an extended period. Some patients may opt to have their orders delivered to their work address during the summer. In warm weather climates, place boxes of bars or meltable items in the refrigerator for about an hour upon receipt. Although the appearance may be slightly altered, items will re-harden with no loss of nutrition or taste.