

Shipping / Policies

Payment Types Accepted



We accept VISA, MasterCard, American Express and Discover. Your credit card statements will show a charge from LoCarb5.

Phone orders will also be accepted. Please call (877) 562-2725 to place an order anytime Monday - Friday from 9:00am - 5:30pm EST.

Shipping and Back Order Policy

BodyAlive will normally ship products within six weeks from the date on which it receives an order. BodyAlive will expeditiously ship any part of an order currently in stock. Most orders are shipped within 24 hours of the order being placed. If, however, an ordered item is out-of-stock, it will be placed on back order and sent when BodyAlive receives additional inventory. IMAs will be charged and given Personal Volume (PV) on back ordered items unless notified on the invoice that the product has been discontinued. BodyAlive will notify IMAs and direct and Preferred Customers if items are back-ordered and are not expected to ship within 30 days from the date of the order. An estimated shipping date will also be provided. Back ordered items may be cancelled upon a direct Preferred Customer or IMAs request. Direct Customers, Preferred Customers and IMAs may request a refund or replacement merchandise for canceled back orders. If a refund is requested, the IMA's Personal Volume (PV) will be decreased by the amount of the refund in the month in which the refund is issued.

Shipping Procedures and Rates

All orders are normally shipped via UPS Ground®. You may request express delivery by calling us at (877) 562-2725 anytime Monday - Friday from 9:00am - 5:30pm EST. Please call before you place the order.

Product Satisfaction Guarantee / Return Policy

BodyAlive offers a 100% 30-day from date of sale money-back satisfaction guarantee (less shipping) to all Preferred Customers, Retail Customers, and IMAs on the products they purchase for their personal and immediate family use. This guarantee is limited to the 30 days from the date of purchase. If the product is returned after the initial 30 days from the date of sale, a 10% restocking fee will also be deducted.

Damaged Merchandise

Items that are damaged during shipping will be replaced at no charge. Please notify us either at support@bodyalivenow.com or (877) 562-2725 anytime Monday -

Friday from 9:00am - 5:30pm EST if such an event occurs.

Order Cancellations

Cancelled orders will be credited in the full amount only if the items have not yet shipped. An order that is cancelled while in transit will be treated as a return and will therefore be subject to the 10% restocking fee if returned after 30 days. Shipping charges will not be reimbursed. To cancel an order please contact us at (877) 562-2725 anytime Monday - Friday from 9:00am - 5:30pm EST.

Our Phone number is: (877) 562-2725

Please direct any questions to support@bodyalivenow.com

Privacy Statement

No emails are ever sold, traded or spammed. We will send you notifications of our specials and our company calls. For your safety our order page is secure.

For each visitor to our Web page, our Web server automatically recognizes no information regarding the domain or e-mail address. We collect the e-mail address of only those who sign up with us either as a Distributor or a Retail Customer.

The information we collect is used for internal review and is then discarded, used to improve the content of our Web page, used to customize the content and/or layout of our page for individual consumer and used by us to contact consumers for marketing purposes.

If you do not want to receive e-mail from us in the future, please let us know by sending an e-mail, calling or writing, and telling us that you do not want to receive e-mail from our company.