



# FREQUENTLY ASKED QUESTIONS

## Jusuru Canada Order “PICK UP” FAQs

For any questions, comments or feedback on the “will call” (pick up) process, please contact the Jusuru Support Team at [support@jusuru.ca](mailto:support@jusuru.ca) or call 855.862.3968.

### Follow these Steps for a Jusuru “Pick Up” Order:

**Step 1:** Place your order through your Jusuru iRep Office and select “PICK UP” for the shipping method (\$6.95 CAD/case).

**Step 2:** Jusuru will notify you when your order is ready for pick up the following business day.

**Step 3:** Go to the Fraser Direct during pick up hours with the requested identification below and your order number to receive your order.

**Orders not picked up within 3 business days of being ready will be shipped at iRep’s expense.**

### Pick Up Location:

Fraser Direct  
100 Armstrong Ave  
Georgetown, Ontario L7G 5S4  
Canada

### Pick Up Hours:

1:00 pm – 4:00 pm EDT Monday-Friday.

### Accepted Forms of Identification:

Photo: Driver’s License, Health Card, Citizenship Card, Passport, Age of Majority

Other: Credit Card, SIN #, Health Card (Old)

### Jusuru Pick Up Policies and Procedures:

Once Jusuru iRep and customer pick up orders are ready, they will remain available for pick up for 3 business days. Orders not picked up in 3 business days will be shipped at the customer’s expense. Upon picking up their order, Jusuru customers are required to provide identification to release the order. Proof of identification required is 2 pieces of I.D., including one (1) Photo I.D. and acceptable forms are listed above.

### Pick Up for Another iRep/Customer:

Should a customer request his or her order(s) to be picked up by someone other than who is listed on the order pack slip, the customer must contact Jusuru to change the name on the pack slip and the person picking up the order on the customer’s behalf must present two (2) pieces of identification, one being a photo ID at pick up centre along with the respective Jusuru order number. Orders not picked up in three (3) business days will be shipped at the iRep’s expense.

Jusuru iReps and customers picking up orders at Fraser Direct are to accept and verify their order contents by signing approval before order is released. If you feel a product is missing from the pack slip, please contact the Jusuru Support Team at [support@jusuru.ca](mailto:support@jusuru.ca) or call 855.862.3968. The customer service agents at Fraser Direct cannot release product without a signed pack slip.

All other inquiries should be directed to the Jusuru Support Team at [support@jusuru.ca](mailto:support@jusuru.ca) or call 855.862.3968.

