



Just so you know what to do, how to do it and the best way to communicate when you have an issue, go and get a Boossh bar, sit down and have a quick read and munch at the same time.

Boossh Products

Our products are made by some of the world's leading nutritional food companies. All Boossh products are exclusive to Boossh, as we own the recipes to each product, so you will not find the same products on offer anywhere else.

We do not use Aspartame in any of our products.

• No MSG • No artificial colourings • No GMO

Most of our products are suitable for vegetarians, but please observe the ♡ symbol for suitability. Please also note that if a product says Chicken but displays the ♡ symbol, we use textured vegetable protein, so it is 100% suitable for vegetarians.

Our Paks are fully fortified and have been manufactured to meet current legislation for the manufacture of VLCD formula foods. This means four Paks per day give 100% RDA of all the vitamins and minerals you require daily, as well as the correct amount of sodium and fats. Even though the products meet current legislation, we also recommend you enjoy Boossh's tasty range of healthy food and snacks available on our specially devised lists, which have been developed for low carb, low fat and low GI dieting.

Swaps

You will be permitted to swap any Boossh products (other than ready to drink), but only from your first Boossh order. You can swap a Pak for a Pak, but not a Pak for a different product such as a bar.

You can only do so within two weeks of receiving your first order.

You must send an email to theteam@boossh.com advising us of your order number, date of order, your Boossh user name and details of what you are returning and what you would like sending back. We do advise when sending your swaps to use proof of postage, as Boossh cannot be held responsible if we do not receive your returned items.

Inside your returns parcel you must enclose your Boossh order number, your full name and address for returns and details of what you require. If any details are missing, our distribution team cannot complete your swaps for you.

If we receive poorly returned products and they are damaged, we cannot accept them and we will return them to you.

When we return your newly swapped items, we will send them back to you via Royal Mail. We like to deal with all returns on a daily basis, but please allow 7 days.

Please send to:-

Boossh Distribution
Sevenoaks Est
Hearns Lane
Faddiley
Nantwich
Cheshire
CW5 8JL

Boossh Policies

Reporting any errors

We have committed team members who want you to enjoy the Boossh experience, so if we make an error we are very sorry. Please follow these instructions so we can correct the mistake.

All errors must be reported within two days of receiving your order.

Email theteam@boossh.com and report your error. We need your full name and address, order number, date of order and the name of the person who packed your order. We will pull up your order and account and check the weight of your parcel before then fixing the error. We monitor all errors diligently and will speak to the person who packed your order. We will ship to you via Royal Mail, normally the same weekday or the day after you have reported any mistakes.

Delivery

If you place your order before 3pm Monday-Thursday DPD will collect it that same day. DPD deliver 90% of their parcels next day and 10% the following day. Please note that next day is not a guaranteed service. Delivery is free on all orders over £50.00.

DPD issue you with a tracking number every evening. Please note that once it has left our distribution unit it is your responsibility to track.

DPD is a signed-for service, so if they have three failed attempts to deliver to you, your parcel will be returned to us. If you require the package to be resent, there is a £5 charge for this extra service.

If you have left a note for the DPD driver, such as leave by gate, by the bin, or in greenhouse, this is fine, but please note that if your parcel is stolen or goes missing, this is not the responsibility of DPD or Boossh. We recommend you use the signed-for service, as our systems allow you to use any delivery address you require.

If your order arrives damaged, you must notify us at theteam@boossh.com within two days so that we can arrange a replacement order and the collection of your damaged goods.

Please note that you cannot return any ready to drink products.

Cancellation/Refunds

You must cancel your order prior to it being dispatched. If it has left Boossh Distribution it cannot be cancelled.

Boossh products are a food item, and thus refunds are rare. There must be a very good reason for a refund to take place, so please email theteam@boossh.com with all relevant details. Any postage charges incurred when returning products to Boossh must be paid by you, the client. If we resend items out to you, Boossh will pay the postage. Any returns must be notified within two days.

Boossh Loyalty Points

For every £1 you spend you gain 1 loyalty point, so for every 10 points you use against your purchases you save £1.00. You have the option to redeem your points all in one go, or just use a few at a time.



Boossh Policies

Research and Safety

We only use scientifically proven ways for you to lose weight. Our products are developed and manufactured by world-class leading food manufacturers who blend our products to the Boossh formula, which has to meet strict government directives and legislation for energy-restricted diets. Our Boossh Paks are formula foods, which means that they are not the same as meal replacements you can purchase in the supermarket. Four per day guarantee your nutrition and give you 100% RDA every day. Anyone consuming less than four Paks per day must follow our food and snack guidelines and recommendations to ensure they receive the rest of their daily vitamin intake.

Boossh is supported by top-level dietitians who have over 20 years' experience. We also have a suitable way to Boossh if you have Type 2 diabetes.

So what is Boossh?

In line with substantial research and evidence, using low carbohydrate, low fat, low GI healthy foods and snacks combined with a good quality VLCD formula meal replacement can give you maximum weight loss results. You will be consuming anywhere between 800 and 1200 kcal per day, depending on what you add in daily from our approved food and snack lists. If you wish to increase your calorie intake, you can simply add milk to your shakes, or increase your portion of proteins.

Your Health

You will find plenty of information on our website, via our FAQs and our health questions, but please note that we always recommend you see your GP before embarking on a weight loss programme, especially if you are wishing to lose more than 20% of your body weight.

How to describe Boossh to your GP

Boossh use the same formula as a high quality nutritious VLCD, which means that four Boossh Paks will give you everything your body requires and 100% RDA. BUT, we also combine a range of low GI healthy foods for you to enjoy daily, so you can make a healthy evening meal or lunch. Our snacks, such as low carb fruit and nuts, are healthy and all add extra health benefits. You will eat six times per day, which helps to keep your blood sugar balanced throughout the day.

Support or Contact

The simple and quickest way is to email theteam@boossh.com.

Team Boossh work every weekday until late into the evening and sometimes we are on duty all weekend.

If you raise a support ticket, again we have support assistance in place and you will find you receive a quick response.

Live Chat is only on if it says "On" when you click on it, but we do find if we are busy on ticket support, phones and email, we will turn Live Chat off.

Phone - If all our phone lines are busy, our call centre will take a message and we can then call you back.

If you click on the call me back button, we will call you back, but please note we will only call you back once. If you go out or are unable to take the call and we miss each other, please email theteam@boossh.com.

Other Boosshers

To interact with other Boosshers, Boossh Facebook is very active. You can see competitions, tips and weight loss, so please jump in and start chatting today at www.facebook.com/pages/Boossh/398632143480624.

You can also build your own Boossh blog diary or just go blogging at the Boossh blog site, called Buzz, which can be found at www.boosshing.co.uk

Boossh Business Support

Please email marketing@boossh.com. Our business team aim to support you 7 days a week.

To connect and engage with other business Boosshers, you can join in at www.boossh-business.co.uk.

FAQs

Please visit the FAQ section of www.boossh.com, where you will find many interesting things to assist you.

Boossh T & C's, Privacy Policy, Cookie Policy, can be found on the home page in the grey footer area.

It's
good
stuff

Your Health Holdings
Sevenoaks Hearn Lane
Faddiley Nantwich,
Cheshire CW5 8JL

W www.boossh.com
E theteam@boossh.com
T. 0844 357 0207



We hope you have found this helpful if you need any further information please get in touch. *Team Boossh*