



Live probiotics guaranteed

Inner Health are dedicated to ensuring full strength probiotics from manufacture to store to home – with no worries at all. While most customers realise that refrigerated probiotics need to be kept cool to remain live and effective, there is a certain amount of flexibility to cater for the fluctuations in temperature that occur during transportation. Evidence shows that the bacteria will stay stable for a short period of time at 40°C.

Our cold packed transport protocol for probiotic delivery to stores is:

1. Ice-packing - to keep them cold.
2. Speedy delivery* - to minimise exposure to heat, light and moisture.

*Airfreight and next day delivery to 98% of stores; no probiotic shipping over the weekend or public holidays; all probiotics received within 3 days.

Occasionally a bottle may feel warm to touch and often the icepack will be melted when it arrives. This is fine as the bacteria inside are still alive due to being resilient enough to survive mild and short term temperature changes and they will not have been at or above 40°C for extended periods of time due to the icepacks and our speedy delivery.

Inner Health fridge probiotics are guaranteed to stay live and full label strength, even after 3 full days at room temperatures of up to 25°C. Just ensure re-refrigeration and use within 6 months.

If a customer is concerned that they need a cold pack to transfer their Inner Health probiotic home, just remind them that there is no need for any extra protection. A few hours at temperatures up to 25°C does not impact probiotic stability. They will still receive a full strength, quality probiotic.

Healthy regards,
John Stringfellow
Quality Assurance Manager Metagenics ANZ