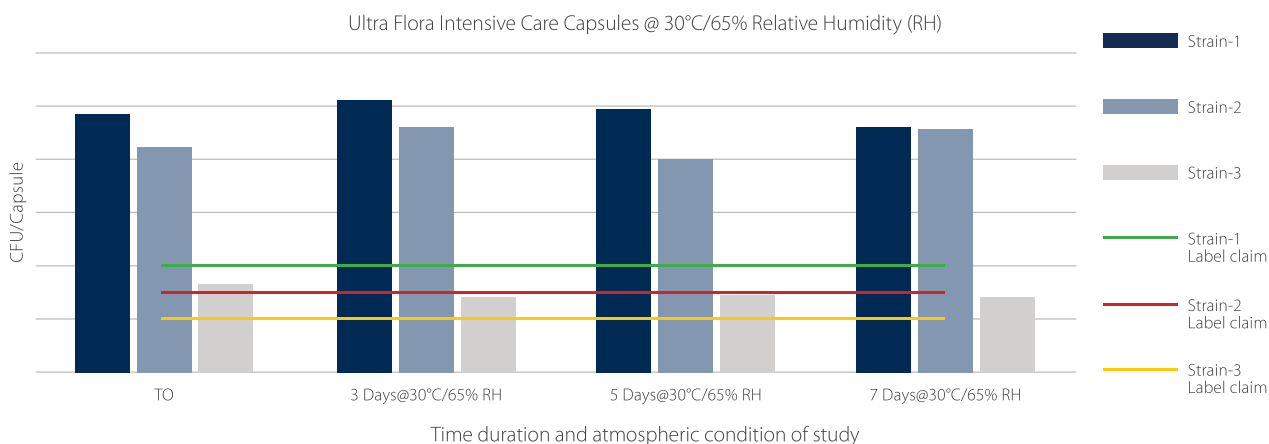


Live Probiotics Guaranteed

Metagenics is proud to be the industry-leading provider of high quality probiotics and our commitment to quality and research guarantees this. We are dedicated to ensuring full strength probiotics from manufacture to clinic, until the end of expiry.

When formulating probiotics, Metagenics take into account many factors including water activity, the appropriate amount of stability overages and the uniqueness of the probiotic strain. The products are manufactured in Metagenics' purpose-built, low humidity, climate-controlled facility in Northgate, Brisbane. Finished product testing is also undertaken to confirm shelf-life and survival under various temperatures and conditions. These attributes ensure the live bacteria have the best possible environment to remain viable, validated through rigorous testing and studies.

Occasionally, a bottle may arrive and feel warm to touch, you may be concerned about the efficacy and quality of the probiotics. The bacteria inside are still live and effective as they are resilient enough to survive higher temperatures outside of the refrigerator, even up to 7 days (see Figure One below). We have undertaken rigorous testing to simulate a shipping cycle, one of our refrigerated probiotics, Ultra Flora Intensive Care was shown to have adequate and sufficient levels of live bacteria.



What steps do we do to go above and beyond?

Refrigerated Probiotics – For additional confidence, Metagenics' cold packed transport protocol for refrigerated probiotics includes:

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

*Priority shipping available, Note that most of the delivery depots also have fridge storage facilities.

Fridge-Free Probiotics – the Activ-Vial™ desiccant lined packaging contains moisture absorbing polymers which keeps the probiotic strains live and effective when kept under 25°C. These products never require refrigeration, even after the product is opened. If you are concerned about your probiotic order, please contact customer service via 1800 777 648 (AUS) or 0508 227 744 (NZ).

Healthy regards,



Michael Micallef
Director, Regulatory Affairs Metagenics ANZ