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If you are missing a product from your order:

- First, please check the entire shipment box and its contents, and compare the order received with your emailed invoice. If you are still missing the product, please contact the Support Centre at 1-300-687-546 Option 1, with the order number and a list of any missing products.
- If the delivery box arrived damaged enough that a product could have fallen out, please email (ausadp@nuskin.com) with the photograph of the damaged box. You will also need to provide the order number and a list of any items missing. Please keep the delivery box, until instructed otherwise, for damage claims.