Nutrilite: Frequently Asked Questions

Allergens

Based on consultations with stakeholders, including allergy associations and the medical community, Health Canada developed amendments to the Food and Drug Regulations to enhance labeling requirements for specific priority allergens, gluten sources, and added sulfites in prepackaged foods sold in Canada.

The objective is to enhance the labeling requirements for food allergens, gluten sources, and added sulfites present in prepackaged products classified as foods in Canada. The enhanced labeling requirements would enable consumers with a food allergy, a celiac disease, or a sensitivity to sulfites to make an informed choice when purchasing or consuming prepackaged products and enable them to avoid those substances that may trigger an adverse reaction.

Certain allergens will now be called out on the label, whether they are present in:

- The finished product
- Other products manufactured on the same line
- The same manufacturing plant

This information is located in the CONTAINS/MAY CONTAIN statement at the bottom of the ingredient listing. Allergens to be included in the new labeling requirements include peanuts, tree nuts, sesame, milk, eggs, fish, crustaceans, shellfish, soy, mustard, wheat, triticale, rye, oats, barley, and sulfites.

Gluten-Free Products

As of August 4, 2012, the Food and Drug Regulations were revised to prohibit the labeling, packaging, selling, or advertising of a food in a manner that may create the impression that it is gluten free if it contains any gluten protein or modified gluten protein (including any gluten protein fraction) from these grains:

- Barley
- Oats
- Rye
- Triticale
- Wheat, Kamut, or spelt

Amway Canada is in full compliance with this regulation. Over the past year, the labels of all of our food products have been updated to declare this information in the CONTAINS/MAY CONTAIN statement (located immediately below the ingredient listing).

We have taken the labeling of these allergens very seriously. Sometimes the product does not contain any of the five grains listed above, but it may be manufactured in a facility containing any of these grains. When this is the case, we list the grain in the MAY CONTAIN portion of the allergen statement.

The following products do not contain any of these grains, nor are these grains present in the manufacturing facility, so they can be considered gluten free:

- NUTRILITE® Whey Protein Isolate
- NUTRILITE ROC®0 Sports Drink Mix

OCEAN ESSENTIALS® Balanced Health and Heart Health

The fish oil in these products is from Norway and is made up of different sources of fish. All sources are Health Canada approved. The names on the label (Engraulidae, Carangidae, Clupeidae, Osmeridae, Scombridae, and Ammodytidae) are the family names in the hierarchy of biological classifications. Here are some examples of the types of fish within these families:

- Anchovies are in the family Engraulidae.
- Carangidae is a family of fish that includes jacks, pompanos, jack mackerels, and scads.
- Clupeidae is the family of herrings, shads, sardines, hilsa, and menhaden. It includes many of the most important food fishes in the world.
- Smelts – more precisely freshwater smelts or typical smelts – are a family of small fish, Osmeridae.
- Scombridae is the family of mackerels, tunas, and bonitos, and thus includes many of the most important and familiar food fishes.
- Sand lance or sandeel are fish belonging to the family Ammodytidae.
Resveratrol in Nutrilite Products

In grapes (Vitis vinifera), resveratrol is found primarily in the skin and in the seeds. The amount found varies with the grape cultivar, its geographic origin, and its ripeness. Grape seed and/or skin extract is found in these NUTRILITE® products:

- NUTRILITE DOUBLE X® vitamin/mineral/phytonutrient provides 25 mg of California grape extract (seed and skin – Vitis vinifera) per tablet.
- NUTRILITE Antioxidant Complex provides 15 mg of grape seed extract (Vitis vinifera) and 15 mg of grape skin extract per capsule.
- NUTRILITE SHiNe provides 7.5 mg of grape seed extract (Vitis vinifera) per tablet.

What Type of Plastic Is in the Nutrilite Twist Tube Ampoule?

Clear film – the outer layer is FDA-grade, very high-impact, transparent, clear PVC. The inner layer is polyethylene.

White film – the outer layer is FDA-grade, very high-impact, opaque white PVC. The inner layer is polyethylene.

Are Synthetic Vitamins Ever Used in Nutrilite Products?

Some NUTRILITE supplements contain vitamins from both natural and synthetic sources. We use both sources because without synthetic vitamins, some NUTRILITE supplements would not supply the optimum nutrient levels. In these cases, delivering enough nutrients without synthetic vitamins would require tablets that would be far too large for human consumption. As a result, some products are formulated with a combination of synthetic vitamins and plant concentrates to deliver the important phytonutrients along with the nutritional levels that are consistent with leading science.

Are All Ingredients in Nutrilite Products Grown at the Nutrilite Farms?

While Nutrilite strives to grow as many of the plants that go into its concentrates as it can, the total product demand makes it impossible to produce and manufacture all of the ingredients and quantities required. However, its stringent Supplier Certification Program ensures that any crops grown by others on behalf of Nutrilite meet the strict GMP standards.

Nutrilite Supplements and Natural Health Products in Canada

Nutrilite sources natural, organic plant concentrates, many grown on its own farms, and highly purified vitamins and minerals from around the world to meet its exacting quality standards. All ingredients used in NUTRILITE products are extensively researched, tested, and formulated to provide a product that meets the nutritional needs of people on their way to optimal health.

NUTRILITE supplements are composed of natural ingredients when possible – the best of nature. But some nutrients, such as vitamin A, are not stable when in their natural state. It is then that we rely on the best of science to offer the best product we can.

NUTRILITE supplements are not intended to prevent or treat diseases or conditions. They are intended to support the health of an already healthy person. DOUBLE X, for example, is designed around a simple nutritional principle: to provide an essential nutritional foundation for people who understand the many benefits provided by vitamins, minerals, and plant concentrates (phytonutrients).

NUTRILITE supplements are considered “Natural Health Products” (NHPs) in Canada. NHPs must be safe to use as over-the-counter products and not need a prescription to be sold.

Canadian supplement products are regulated differently than U.S. supplements. It is for this reason that sometimes U.S. products are not available in Canada.

Health Canada assures that all Canadians have ready access to a wide range of NHPs that are safe, effective, and of high quality. They assess all NHPs before letting them be sold in Canada. They also check that NHPs are properly manufactured (without contamination or incorrect ingredients). And they perform post-market monitoring to make sure that NHP regulations are being followed.

It is important to follow the Recommended Use and Recommended Dose instructions on each label. Both of these are reviewed by Health Canada for safety, efficacy, and quality to help provide the most effective product possible while still remaining safe to use at the levels prescribed.

The Recommended Use and the Recommended Dose give the following information:

- The subpopulation group, i.e., adult only
- The amount and dosage units, i.e., one tablet
- How often the product is to be taken, i.e., three times daily
- How the product is to be taken, i.e., take with meals
Mandatory Risk Information

If there are any cautions, warnings, adverse reactions, or contraindications (some supplements are not to be taken with medications) associated with the use of the NHP, they must be indicated on the label. If you have a medical condition, it is always best to talk to your health care practitioner prior to taking any supplements. They have an intimate knowledge of your health history and will offer the most effective advice.

Some NUTRILITE® supplements should not be taken together. This information will be found in the Mandatory Risk Information on both the label and the website. Information from the label can be found in the Nutritional Information document for each product, located in Resources under the More tab of each product page. Amway Canada recommends reading this information prior to ordering your product.

All supplements should be stored in a cool, dry place.

The shelf life of NUTRILITE supplements is typically two years. The expiry date is printed on each label. This expiration date may only reference a month and year. Amway Canada would advise you to consider the end of the specified month as the expiration date in these cases. Though commonly referred to as an “expiration date” or “best-before date,” it is more accurate to interpret these dates as the final date for which we guarantee 100% efficacy and potency of the ingredients included in the product. You can use, with confidence, any products up to the final day in the month indicated on the product’s packaging.

Grapefruit and Adverse Reactions

Grapefruit in products can sometimes cause an adverse reaction. These effects are known to be caused by the combination of grapefruit and its juice with certain drugs and health products used in the treatment of medical conditions, including, but not limited to:

- Angina
- Anxiety
- Cancer
- Convulsions
- Depression
- Erectile dysfunction
- Gastrointestinal reflux
- High blood pressure
- High lipid (cholesterol) levels
- HIV/AIDS
- Infections
- Irregular heart rhythms
- Organ graft rejections
- Psychotic problems

Sour oranges, such as Seville oranges, or their juice, may have an effect similar to grapefruit juice. Most other citrus fruits, such as lemons, limes, citrons, naturally sweet oranges, and tangerines are not thought to have this effect. However, tangelos, a hybrid of grapefruit, may also interfere with drugs.

You will find information related to these ingredients on the label, included in either the MEDICINAL ingredient listing or the NON-MEDICINAL ingredient listing.

Nutrilite Supplements and Animal-Derived Ingredients

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<tr>
<th>PRODUCT NAME</th>
<th>VEGETARIAN (YES/NO)</th>
<th>ANIMAL-DERIVED INGREDIENT</th>
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<tr>
<td>Antioxidant Complex</td>
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<td>Antioxidant Health</td>
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<td>Black Cohosh Complex</td>
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<td>PRODUCT NAME</td>
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