

Shipping Information

U.S. Food purchases from \$0 - \$536

Method	Shipping Charge*
Standard Shipping	\$29.00
Saturday Standard Shipping	\$44.00
Express Shipping	\$79.00
Saturday Express Shipping	\$94.00

**One shipping charge per delivery address*

U.S. Food purchases greater than \$536.00

Method	Shipping Charge*
Standard Shipping	\$58.00
Saturday Standard Shipping	\$73.00
Express Shipping	\$158.00
Saturday Express Shipping	\$173.00

**One shipping charge per delivery address*

Canada Food purchases from \$0 - \$562

Method	Shipping Charge*
Standard Shipping	\$29.00
Saturday Standard Shipping	\$44.00
Express Shipping	\$79.00
Saturday Express Shipping	\$94.00

**One shipping charge per delivery address*

Canada Food purchases greater than \$562.00

Method	Shipping Charge*
Standard Shipping	\$58.00
Saturday Standard Shipping	\$73.00
Express Shipping	\$158.00
Saturday Express Shipping	\$173.00

****One shipping charge per delivery address***

Standard Shipping

Shipments typically arrive 3-4 business days from the day the order is placed. If you need your package earlier, please see our Express Shipping Options.

Shipping to P.O. Boxes

Sorry, we cannot deliver to P.O. Boxes or A.P.O. or F.P.O. addresses. We'll gladly deliver to rural routes with complete addresses and telephone numbers.

International Shipping

Due to import/export restrictions, we are unable to ship our products outside the United States and Canada.

Shipping Accuracy

Check your addresses carefully. Jenny Craig reserves the right to make corrections and to limit refunds and replacements if an address error is made.

Jenny Craig Shipping Policy:

Please read the Shipping Policy Carefully — Shipping frozen food is a delicate process!

- We ship on Monday-Friday each week.
- To qualify for the standard shipping rates, an order must contain at least 16 frozen items.
- Time and transit restrictions in certain zip codes prevent us from shipping frozen foods to those areas. You'll be notified while placing your order if we're unable to ship specific items to the address you've selected.
- You will receive a confirmation email with your order number and a link to track your order when your order ships. Please read the email to confirm details (contents, shipping address, etc).
- We ship our packages via UPS with shipper's release, which means you don't have to be home to sign for your package. Typically, UPS will deliver any time between 7am and 8pm. We guarantee quality of your product on the requested arrival date.
- Jenny Craig is not responsible for damage to unclaimed gifts. It is the purchaser's responsibility to ensure recipients are going to be home on the date of delivery.
- Prices are subject to change. Please check our Shipping Policy often for updates.
- Orders placed containing non-frozen food items will arrive within 5-7 business days. If the order total is above \$100, the order will ship at no charge to the member. If the order is below \$100, the member will be charged \$15 for shipping.
- Food purchases are non-returnable and non-refundable once shipped.
- If you have a problem with your order, or any of the Jenny Craig food products, please contact Customer Support at 1-800-536-6922.

SHIPPING FAQs

1. How much does shipping cost?

We offer Standard Shipping for \$29.00. Saturday and Express Shipping options are available for an additional cost.

2. Can I receive my order on a Saturday?

Yes, we now offer Saturday delivery. Please see shipping costs for applicable charges.

3. Can I have my order sent to another address?

Yes, in most cases you can have your order sent directly to an address that is different than the permanent ship-to address we have on file for you.

4. How are shipping costs determined?

Shipping costs are determined by the food order total and requested arrival date.

5. What if I only want to order non-frozen items?

If you would like to place an order with shelf stable items only, the shipping would be free if you purchase over \$100 worth of food items.

6. How can I track my order?

Once your order is processed and your credit card payment is received, we will ship your order. You will receive an email confirmation with your order number and a link to track your order. If your order has shipped, you can view the tracking number.

7. What if I am not home when my order is delivered?

In most cases, the shipper will leave the package at your door if you are not home. Some shippers will leave a package with a neighbor or will provide a delivery slip with pick-up location information. Policies vary by state and shipper. If you do not receive your package as scheduled, you can track your package from your shipping confirmation email, or through the shipper. Make sure you will be able to access your frozen food shipment the day it is received and place frozen items into your freezer as soon as possible. You can also contact Customer Service at 1-800-536-6922.

8. What do I do if there is a problem with my order?

If you have a problem with your order, or any of the Jenny Craig food products, please contact Customer Service at 1-800-536-6922.

9. Can I return or exchange an order?

Food: Food purchases are non-returnable and non-refundable once shipped. If you have a quality issue with a food item, please contact Customer Service at 1-800-536-6922.

Products other than food: Unopened and unused products are returnable. Please contact Customer Service at 1-800-536-6922 for instructions. Opened and/or used products are not returnable. Please contact the manufacturer for warranty information.

10. Can I cancel my order?

To inquire about cancelling an order, please contact Customer Service at 1-800-536-6922.

11. How do I contact Jenny Craig?

Please contact Customer Service at 1-800-536-6922