

GLP-X Pre-Order FAQ

Question: When will GLP-X be shipped out?

Answer: GLP-X is expected to begin shipping in mid-May. Orders will be shipped in the order in which they were received.

Question: When will my credit card be charged if I pre-order GLP-X?

Answer: Your card will be charged at the time the pre-order is placed, and commissions will be paid out as normal. Then your GLP-X will be shipped out to you as soon as we have it back in stock.

Question: If I pre-order a bundle with GLP-X, will my products be delivered separately? What if my order contains GLP-X and other items that are not part of a bundle?

Answer: If you order a kit containing GLP-X or place an order containing GLP-X along with other items not part of a bundle, you will receive the non-pre-order products separately, with regular shipping times (typically 7 to 10 business days).

Question: Will I be charged again for shipping when GLP-X ships out?

Answer: No, you will not be charged again. Xyngular will cover the cost of shipping your GLP-X out to you.

Question: Can I add GLP-X to my Xyngular subscription?

Answer: While GLP-X is available only for pre-order, you cannot add it to your Xyngular subscription. Once GLP-X is fully stocked, and all pre-orders have been fulfilled, GLP-X will be made available for subscription.

Question: There was a promotion for 10% off the Power Duo when you added it to subscription. Is that still available during pre-order?

Answer: It will not be available during pre-order because you will not be able to add it to your subscription until we are fully stocked. However, if you previously added the Power Duo on your subscription, the 10% discount will still apply.

Question: Will I be notified when my GLP-X is has shipped?

Answer: Yes, we will let you know once your GLP-X has shipped.

Question: If I set up a subscription before the stock out, will I still receive GLP-X on my subscription order in March and April?

Answer: Yes, we will fulfill March's subscription orders as normal and, if we can, April's too. If we do not have the inventory to fulfill April's subscription orders, those will still process as normal and ship out as soon as inventory is back in stock.

Question: Will you keep a rolling count on how long it is to ship to our newest customers who purchased GLP-X?

Answer: Yes! We will keep track of any orders that come through with GLP-X and are not fulfilled, and we'll ship them out in the order they are received into the system.

Question: Are the pre-order GLP-X and GLP-X kits a different SKU than the regular ones? Will that cause confusion for someone who has GLP-X already on their subscription?

Answer: Yes, we will have different SKUs for the pre-order GLP-X and GLP-X kits. This will help us keep track of those who order while we're working to get the product back in stock. It should not cause confusion for those who already have GLP-X on their subscription as it will run as it normally does for them, and you cannot add the pre-order items on your subscription.

Question: Can we create a quick link or enrollment link with the pre-order SKUs on it?

Answer: Yes, you can add the pre-order SKU on enrollment links, however, you'll need to update those once we're back in stock because we'll be disabling those SKUs when the normal ones are turned back on for ordering.

Question: When does the 45-day money back guarantee start if they don't have their GLP-X ship immediately?

Answer: At this time, we are not making any adjustments to the 45-day money back guarantee. Please call our Member Service team with any questions you may have.

This FAQ document applies only to the U.S. and U.S. territories.

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